

U.S. Department
of Transportation

United States
Coast Guard



Commandant
United States Coast Guard

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COMDTINST 5300.9B
JUL 26 1996

COMMANDANT INSTRUCTION 5300.9B

Subj: FLAG QUARTERS MANAGERS

Ref: (a) Personnel Manual, COMDTINST M1000.6 (series)
(b) Special Command and Flag Quarters Management Manual,
COMDTINST M5300.11 (series)

1. PURPOSE. This instruction revises the selection process for the senior enlisted flag quarters manager, incorporates revised Commandant routing names and designators, and includes policies regarding the duties, selection, training, assignment, and supervision of the senior enlisted flag quarters manager (SEFQM) and flag quarters managers (FQM's).
2. ACTION. Area and district commanders; commanders of maintenance and logistics commands; commanding officers of headquarters units; and Commandant (G-A, G-H, G-L, G-M, G-O, G-S, and G-W) and staff elements at Headquarters; shall ensure compliance with the provisions of this instruction and shall make the contents known to all assigned subsistence specialists.
3. DIRECTIVES AFFECTED. COMDTINST 5300.9A is cancelled. The policies concerning selection, assignment, and transfer of enlisted members to flag quarters manager billets prescribed by this instruction will be reflected in future changes to reference (a). Reference (b) is a comprehensive "how to" guide developed for use by the flag officer and spouse, the SEFQM, FQM's, and housing and facility maintenance personnel

4. DISCUSSION. Certain flag officers warrant enlisted quarters managers due to the social responsibilities inherent to the flag officer's specific billet. FQM's are assigned to assist flag officers by handling many tasks and details which, if performed by the flag officers, would be at the expense of their primary military and official duties. The SEFQM will provide management oversight of the flag quarters program Coast Guard-wide and will be assigned to the Office of Health Services (G-WKH).
5. PROCEDURES.
 - a. FQM Duties. Except in unusual circumstances, normal duty hours, consistency in working hours, and advance notification of changes for FQM's should be comparable to those for other enlisted personnel in the area. When required to assist the flag officer during normal off-duty hours, compensatory time off should be provided. FQM's should not be assigned duties on weekends or holidays, except when official functions are scheduled or must be prepared for on those days.
 - (1) Specific duties of flag quarters managers:
 - (a) Accomplish tasks which aid the flag officer in the performance of the flag officer's official responsibilities, such as performing errands, providing security for the quarters, maintaining property inventory, and providing administrative assistance.
 - (b) Perform duties necessary for the upkeep and maintenance of assigned flag quarters, including procurement of equipment and supplies. This includes lawn and yard care, bush trimming, raking grass and leaves, removing snow from walkways and driveways, washing windows, maintaining clean floors, carpets, walls, and bathrooms in public spaces, maintaining silverware, china and kitchen equipment, and other official tasks determined necessary by the flag officer.
 - (c) Procure food and beverages. This includes purchasing, inspecting, storing, maintaining, preparing, and serving of food and beverages for official functions in flag quarters, including cooking to maintain and develop the FQM's culinary skills. Serve formal and informal breakfasts, brunches, dinners, suppers, and buffets.

- (d) Assist with the care, maintenance, and cleanliness of uniforms and personal military equipment in assigned quarters.
 - (e) Serve as a point of contact in the flag quarters. Receive and maintain records of official telephone calls, make appointments, and receive guests and visitors.
 - (f) Assist in the planning, preparing, and arranging official social functions and activities such as receptions, parties, and dinners.
 - (g) Follow the guidance in reference (b) for the performance of everyday duties. Maintain the quarters' copy of reference (b) and the quarters' FQM publications and video library.
- (2) Duties that contribute solely to the personal benefit of the flag officer or have no reasonable connection with the officer's official duties are inappropriate. The following duties must not be performed by FQM's:
- (a) Any form of pet care, including feeding.
 - (b) Any form of child care.
 - (c) The operation, care, maintenance, or cleaning of any privately-owned vehicles.
 - (d) Maintaining privately-owned recreational or sporting equipment, except in connection with the use of such equipment for official purposes.
 - (e) Any personal services solely for the benefit or at the direction of family members or unofficial guests, including any driving, shopping, private errands, or laundry services.
- (3) Nothing in these guidelines precludes a flag officer from employing the quarters manager or any off-duty enlisted member for personal functions or services on a voluntary paid basis. Payment should be reasonable and commensurate with services rendered.
- b. FQM Selection. Only subsistence specialists (SS's) volunteering for FQM duty shall be selected for these assignments.

- (1) For SSs desiring assignment as a FQM, commanding officers and officers in charge shall complete the FQM command questionnaire enclosure (1) as part of the screening process and forward it to Commander, Coast Guard Personnel Command (CGPC-epm).
 - (2) Commander, Coast Guard Personnel Command (CGPC-epm) and the SEFQM shall screen all volunteers for FQM assignments and make recommendations for assignments to the flag officers.
 - (3) The FQM interview guide, provided in reference (b), should be used by flag officers and FQM candidates during the selection process.
- c. FQM Training. Training will be provided specifically in the skills required for Coast Guard flag quarters management. This may include military and social etiquette and protocol, uniform maintenance, quarters security, catering social functions, bartending, and minor repairs and maintenance. Detailed training requirements and sources will be identified by the SEFQM. Additionally, a short familiarization and indoctrination visit to a flag quarters will be required for all SSs being considered for an initial FQM assignment.
- d. FQM Assignment. FQM billets are listed in enclosure (2) and will be filled in accordance with the current Coast Guard Personnel Command (epm) assignment policy. FQM tour lengths will be four years, with a minimum of two years of obligated service to receive the orders. A maximum of two one-year extensions may be granted with the approval of the flag officer for a maximum of a six-year assignment. First class petty officers advanced to chief petty officer while serving as FQM's may complete a normal four-year tour, however, extensions are not authorized. FQM's will not be immediately reassigned to another FQM billet upon completion of a tour. The flag officer may request a new FQM at any time, and the FQM may request a release from the assignment at any time. However, every effort should be made to enable an FQM to complete a successful full tour.
- e. FQM Supervision. The assigned flag officer is responsible for supervising the assigned FQMs and will serve as the supervisor, marking official, and approving official for the senior FQM and as the marking and approving official for all others.
- f. SEFQM Chain of Command. The SEFQM will report to the Chief, Office of Health Services (G-WKH).

g. Description of SEFQM Duties. The SEFQM will:

- (1) Visit each flag quarters at least semiannually or at the request of the flag officer. These visits are intended to provide advice, assistance, and training to improve the quality of service and to help resolve materiel and personnel problems at the quarters. These visits will assist the SEFQM in developing changes to reference (b), reviewing FQM qualifications, and identifying FQM training requirements. In addition, the SEFQM will visit various Coast Guard commands to recruit prospective FQMs. Travel will be approved by the supervisor.
- (2) Respond to all inquiries from the flag officer, flag officer's spouse, aide, or the FQM about FQM matters.
- (3) Prescribe and evaluate formal and on-the-job training for all FQM's. The SEFQM shall challenge curricula, and determine and continuously verify training needs through input from flag officers, their spouses, aides, and FQMs. The SEFQM shall schedule and track individual FQM training programs.
- (4) Provide mentoring, professional development guidance, and counseling for FQM's.
- (5) Maintain reference (b), including printing, updating, and distribution. All changes, recommendations, or new editions will be reviewed and approved by the Commandant (G-C).
- (6) Recruit and advertise for potential FQMs. Market the program through the "Commandant's Bulletin," "Hi- Line," "Vital Signs," other publications and articles, and personal visits to commands. Conduct FQM program informational and recruitment presentations to all assigned SSs during command visits.
- (7) Maintain a professional reading and video library for FQM training (military and social protocol and etiquette, catering social functions, meal presentation, minor maintenance and repair, etc.). The SEFQM will control the replacement and distribution of library videos and publications.
- (8) When requested, provide administrative guidance to the Commandant's flag mess and assist the senior SS assigned in developing and reviewing the messes' management procedures. Direct involvement in the day-to-day operations will not usually be required.

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- (9) Conduct FQM training annually at subsistence specialist (SS) "A" school with the assistance of the SS School. This training is intended to improve FQM service and will include hospitality, protocol, etiquette, conduct, and food preparation and presentation.
 - (10) Assist the FQMs in identifying sources for procurement of food service equipment and quarters' materiel needs, as necessary.
 - (11) Participate in the screening and selection process for FQMs. The SEFQM will evaluate all FQM candidates and provide input to the SS assignment officer, ensuring each candidate has been properly screened and recommended by the member's command.
- h. SEFQM Selection. The SS assignment officer and SS program manager shall screen all eligible E-7 and E-8 candidates and provide a recommended list of candidates to Chief, Office of Health Services (G-WKH) who will then forward the recommended list to Coast Guard Personnel Command (epm) for assignment.
- i. SEFQM Prerequisites and Training. The SEFQM billet is a four year tour with a minimum of two years of obligated service. The position is open to all E-8 and E-7 SSs in accordance with the current senior enlisted assignment policy (SEAP). Training for this position includes the Chief Petty Officer Academy (G-P-CPO-ACAD), Mentor Training (PD2-001), Course Design (G-P-CDC), Basic Instructor Training (G-P Instructor), and the full FQM training syllabus. The SEFQM will attend the CPO Academy as pipeline training.

ALAN M. STEINMAN
Director of Health and Safety

Encl: (1) Flag Quarters Manager Evaluation
(2) Flag Quarters Manager Billets

NON-STANDARD DISTRIBUTION:

- B:a COMDT (G-C), COMDT (G-CV)(3), COMDT (G-CCS), COMDT (G-HSC)
COMDT (G-W) only
- B:c MLCPAC (4), MLCLANT (4)
- C:a Cape Cod, Miami, Clearwater, Traverse City, Barbers Point,
Brooklyn, Kodiak only
- C:b Humboldt Bay, Sitka only
- C:d Less Mobile, Detroit
- C:e Valdez only
- C:I Less Woods Hole, South Portland, Burlington, New Haven, New
York, Cape May, Curtis Bay, Chincoteague, Coinjock,
Portsmouth, Key West, Pensacola, New Canal, New Orleans,
Mobile, Alexandria Bay, Cleveland Harbor, Manistee, Saulte
Ste Marie, Marquette, Milwaukee, Frankfort, Bayfield,
Buffalo, Harbor Beach, Plum Island, Niagara, Channel Island
Harbor, San Diego, Los Angeles/Long Beach, Bodega Bay, Rio
Vista, Mare Island, Lake Tahoe, San Francisco, Depoe Bay,
Bellingham, Seattle, Maui, Honolulu, Juneau, Ketchikan
- C:q New Orleans, San Francisco only
- C:v Attu, Port Clarence, St. Paul Island, Shoal Cove only
- D:l JITF East, JITF West (2), Milwaukee MEPS,
St. Petersburg MEPS only

Enclosure (1) to COMDTINST 5300.9B

FLAG QUARTERS MANAGER EVALUATION

Flag quarters manager assignments offer our subsistence specialists unique opportunities and experiences. The duties they fulfill are critical to the proper functioning of our service.

Please evaluate the member on the following attributes and skills.

QUALITIES	POOR					OUTSTANDING				
Self motivation	1	2	3	4	5	6	7	8	9	10
Loyalty	1	2	3	4	5	6	7	8	9	10
Honesty	1	2	3	4	5	6	7	8	9	10
Stamina	1	2	3	4	5	6	7	8	9	10
Flexibility	1	2	3	4	5	6	7	8	9	10
Discretion	1	2	3	4	5	6	7	8	9	10
Communication skills	1	2	3	4	5	6	7	8	9	10
Etiquette and Protocol	1	2	3	4	5	6	7	8	9	10
Temperament	1	2	3	4	5	6	7	8	9	10
Personal Appearance and Military Bearing	1	2	3	4	5	6	7	8	9	10
Team Player	1	2	3	4	5	6	7	8	9	10
Poise	1	2	3	4	5	6	7	8	9	10
Cooking Flair	1	2	3	4	5	6	7	8	9	10
Creativeness	1	2	3	4	5	6	7	8	9	10
Cleanliness of work areas	1	2	3	4	5	6	7	8	9	10
Interaction with senior officers, dignitaries, etc.	1	2	3	4	5	6	7	8	9	10
Financial Accountability (Personal and Unit)	1	2	3	4	5	6	7	8	9	10

SS Name: _____

FLAG QUARTERS MANAGEMENT QUESTIONNAIRE

1. Please discuss the following duties of flag quarters managers with the member.
 - a. Common area cleanliness (living room, Coast Guard bedroom and guestroom(s), bathrooms, dining room, kitchen), including vacuuming, dusting, and polishing.
 - b. Lawn maintenance including mowing, trimming, raking, and snow removal.
 - c. House maintenance including painting and minor repairs.
 - d. Reception and greeting of guests, and answering phone calls to the quarters.
 - e. Quarters records and inventory maintenance.
 - f. Flag officer uniform maintenance.
 - g. Working closely with the flag officer's spouse, who will oversee the flag quarters manager's daily routine.
 - h. Guest quarters maintenance and cleaning, including making beds and interacting with V.I.P. guests.

SS Name:

Interviewer:

2. In this space, please ask the member to describe why the member desires assignment as a flag quarters manager and what abilities the member would bring to this special assignment.

Enclosure (2) to COMDTINST 5300.9B

FLAG QUARTERS MANAGER BILLETS

SENIOR ENLISTED FLAG QUARTERS MANAGER: SSCS

FLAG OFFICER	BILLET	FLAG OFFICER	BILLET
COMMANDANT	SS1, SS2	NINTH DIST.	SS1
VICE COMMANDANT	SS1, SS2	THIRTEENTH DIST.	SS1
CHIEF OF STAFF	SS1	FOURTEENTH DIST.	SS1
ATLANTIC AREA	SS1, SS2	SEVENTEENTH DIST.	SS1
PACIFIC AREA	SS1, SS2	MLC ATLANTIC	SS1
ACADEMY	SS1, SS3	MLC PACIFIC	SS1
FIRST DIST.	SS1	JIATF EAST	SS1
SEVENTH DIST.	SS1	JIATF WEST	SS1
EIGHTH DIST.	SS1		