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THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

2 Feb 98

MEMORANDUM FOR: THE SURGEON GENERAL OF THE ARMY
THE SURGEON GENERAL OF THE NAVY
THE SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Policy for Hospitality Training within the Military Health System (MHS)

As a result of ongoing dialogue regarding uniform training throughout the MHS each Service will develop their own hospitality training program. At a minimum, each program will contain the following elements which will be consistent between Services:

Core content - 5 key elements

Customer relations

Knowing your customers

Communication skills

Telephone techniques

Handling difficult situations

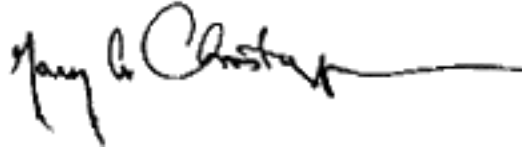
Frequency of training

Personnel groups to be trained

This consistency will allow for the uniformity that is important to our customers while still allowing each Service to meet the needs of their unique communities.

The Navy will take the lead in coordinating this initiative and will work with the other Service representatives to finalize details of these elements and determine any other areas that can be coordinated. Their point of contact for this activity is CDR Pat Denzer who can be reached at (202) 762-1682. Outcome measures for hospitality training will be evaluated through the use of the monthly and annual satisfaction surveys.

I appreciate your support in our efforts to improve hospitality training. My point of contact for this action is CAPT M. Jane Markley who can be reached at (703) 693-1684 or e-mail: mmarkley@ha.osd.mil.

A handwritten signature in black ink, appearing to read "Gary G. Christy", with a long horizontal flourish extending to the right.

for Edward D. Martin, M.D.
Acting Assistant Secretary of Defense

HA Policy 98-014

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Last update: 1/4/1999