

Declassified E.O. 12356 Section 3.3/NND No. 785015

Acc

10000/110/97 ESC

Declassified E.O. 12356 Section 3.3/NND No. 785015

10000/110/97 ESCORT + RECEPTION STAFF AUCU

78.1/EST

Hg. Comm and Ant.:

To see 6, please —

W. Stroulantz
for D. & Co.

Int. Sec.
19 Feb

Vice President, Establishments Section

1. Reference request for common questions asked of receptionists, the following are listed:

- a) What days is the NAAPF open?
- b) Where are civilian permits to leave ROME obtained?
- c) Where does one obtain membership card for AC Cluo? building Pass, PX Card, NAAPF Card?
- d) What is the address of the British Cashier?
- e) What is correct time?
- f) What are office hours?
- g) Who and where are personnel from this Headquarters?
- h) How does one arrange transportation?
- i) To whom does officer report when arriving for duty?
- j) Where do you draw office supplies?
- k) How do I get electrician, plumber, carpenter, etc?
- l) Where can I get a billet?
- m) Where can civilian clothing, medical, etc. supplies be obtained?
- n) Writing to people in the States, prisoners of war?
- o) Releasing prisoners of war?
- p) Enlisting in U.S. Army?
- q) How to stay out of Italian Army?
- r) Reimbursement for damaged property?
- s) Use of discarded war materials?
- t) How can I get to the United States or the U.K.?
- u) Being discharged for security reasons causes many questions to be asked.
- v) Questions on requisitions.

Vice President, Establishments Section

1. Reference request for common questions asked of receptionists, the following are listed:

- a) What days is the NAAFI open?
- b) Where are civilian permits to leave HOME obtained?
- c) Where does one obtain membership card for AC Club? Building Pass, PX Card, NAAFI Card?
- d) What is the address of the British Cashier?
- e) What is correct time?
- f) What are office hours?
- g) Who and where are personnel from this Headquarters?
- h) How does one arrange transportation?
- i) To whom does officer report when arriving for duty?
- j) Where do you draw office supplies?
- k) How do I get electrician, plumber, carpenter, etc?
- l) Where can I get a billet?
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- u) Being discharged for security reasons causes many questions to be asked.
- v) Questions on requisitions.

20 February 45

10.

Executive Commission!
(Att: Wap. Kraus)

Int. Sec.
20 Feb

11

Establishments

Salmon open to drive the car

2/2

To see 9, please
without a car.

Robertson 5181
R. H. ROBERTSON
Col. Commandant.

Chief of Staff:

4

Have with (folios 1-3) report called
for by para 4, minutes of COS meeting of 30 Jan.

3 Feb

for Sec. (Rec'd 5th Feb.)

W. Howard
for Col. Sec.

COS

5

Re. Escort + Reception Staff. Please see folios 1, 2 & 3.

Per FF 1 of folio 3 the escort girls are handling
an average of three visitors per hour, seven
hours a day. Considering the physical difficulties
i.e. stair climbing and wide office dispersal, the
number of escorts (29) does not appear out of line.

The draft memoranda at 142 should help
the service.

Seen by COS

for 5th Feb.

6

Establishment

Please have Hq Conilt instruct the Receptionists
to have a hand record of the nature

CoS

5

Re. Event + Reception Staff. Please see files 1, 2 & 3.

Per #1 of file 3 the event girls are handling an average of three visitors per hour, seven hours a day. Considering the physical difficulties, i.e. stair-climbing and wide office dispersal, the number of events (29) does ^{not} appear out of line.

The draft memoranda of 1+2 should help the service.

Seen by CoS

[Signature]
5th Feb.

6

Establishment

Please have Hg Condit instruct the Receptionists to keep an informal record of the nature of all inquiries made by Hg's visitors for the next week or ten days. - Then re-submit.

I.

[Signature]
6th Feb.

Hq. Commandant:

To see O, please, and take

appropriate action

2nd Sec.
6 Feb.

[Signature]
for Col, Secs

HEADQUARTERS ALLIED COMMISSION

OFFICE OF THE HEADQUARTERS COMMANDANT

APO 384

CAB/ejb

2 February 1945

HQC/13/1

SUBJECT: Report on Escort and Reception Staff.

TO : Vice President, Establishments Section.

1. During the first few months of this present Headquarters, visitors averaged about 1000 per day. In order to handle this traffic an average of thirty escort girls were needed. The number of visitors now averages about 600 daily, but inasmuch as there is now no elevator service in the building, the girls have been divided into two groups, one servicing the first four floors and the second group servicing the upper stories. This division of the escort service has made it necessary to keep the strength of the escort girls up. At present there are 29 employed in this capacity and during the peak hours for visitors they are kept continually busy. It is felt that this number should be kept in order to provide efficient escort service, and that a reduction should be effected only when the number of visitors is lowered substantially, or there is a resumption of elevator service.

2. The reception staff numbers ten. This number is the minimum necessary to check credentials, call officers being visited, and issue passes. Decreasing this number would result in large crowds accumulating in the lobby (as was the case during July when a fewer number of receptionists were on duty.)

3. Inasmuch as during the slow hours a gathering of the escort girls about the lobby has proven unsightly, it has been decided to set aside one room off the lobby wherein the escort girls can sit. This room will be connected by buzzer service to the reception desks. In this manner it is hoped to give the lobby a more dignified appearance.

4. It is further proposed to circularize the various Sub-Commissions and sections in order to obtain more up-to-date information to be placed at the disposal of the receptionists.

5. Inclosed are two drafts of proposed memoranda for distribution in this Headquarters.

R. H. Robertson
R. H. ROBERTSON
Hq. Commandant.

517
Colonel

DRAFT

HEADQUARTERS ALLIED COMMISSION
APC 394
Office of the Chief of Staff

2 February 1945

HQC/13/1

SUBJECT: Reception and Escort Service.

TO :

A line
* In order to provide an efficient reception and escort service in this Headquarters, ~~all sub-Commissions, Sections and Branches~~ are requested to submit to the Headquarters Commandant the following information:

Should be submitted to the Headquarters Commandant
by the sub-Commissions, Sections and Branches
by the Headquarters Commandant
(a) A short outline of matters properly coming within their jurisdiction indicating if possible where a query is AC business and where it should be referred to the Italian government.

COJ
(1) If possible, to this should be added a list of common queries the answer to which might readily be given by the receptionists.

X (b) Report time, place and nature of all meetings to be held in this building.

X (c) Submit personnel, office and telephone changes as soon as they occur.

2. Subject referred to in Par. 1 (a) should be in the office of the Headquarters Commandant by (date suggested is one week from publication).

Brigadier,
Chief of Staff.

DRAFT

HEADQUARTERS
ALLIED COMMISSION
APO 394

CAB/sjb

2 February 1948

HQC/13/1

SUBJECT: Reception and Escort Service.

TO :

1. Our reception and escort service has been reorganized in order to provide more efficient service to the officers of this Headquarters and to the people having business with A.C.

2. This reorganization can only be successful if all Sub-Commissions, Sections and Branches cooperate by submitting all personnel and location changes, notices of meetings and, as set forth by the Chief of Staff's letter, dated _____, a short outline of matters properly coming under your jurisdiction.

E. H. ROBERTSON
Hq. Commandant.

Colonel

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