



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION
MARINE CORPS BASE QUANTICO
3250 CATLIN AVENUE
QUANTICO, VA 22134-5001

IN REPLY REFER TO:
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ALMAR
2 Mar 18

BASE FOOD SERVICE MEMORANDUM 09-18

From: Technical Representative (TR), Food Service Branch, G-4
Logistics

To: District Manager, Sodexo, Inc., Quantico

Subj: CONDUCT AND RESPECTFUL COURTEOUS DEMEANOR OF SODEXO MESS HALL PERSONNEL

Ref: (a) Regional Garrison Food Service Contract II

1. Per the reference, the Contractor shall be responsible for the conduct of its employees. The Contractor's employees shall conduct themselves in accordance with Marine Corps' base/installation regulations. Contractor personnel shall be subject to security checks at base entry control points, and at other locations, as may be deemed necessary by the Government. The Government reserves the right to remove, or direct the Contractor to remove an employee for misconduct, or other security concerns. Removal of contract employees for misconduct or security reasons shall not relieve the Contractor from responsibility to perform under this contract.

2. Sodexo personnel is expected to exhibit the appropriate conduct while in mess halls aboard Marine Corps Quantico. Any concerns that occur between a government representative and Sodexo personnel should be brought to the attention of the District Manager; who will make liaison with the with the TR. There will be no arguing, threatening, destruction of personal/government property or physical contact between Sodexo personnel and government representatives.

3. The Contractor shall be responsible for providing consistently high levels of service quality. Contractor food service staff shall be attentive and accommodating to customer needs, while consistently maintaining a respectful, pleasant, and courteous demeanor towards customers. It has been observed/reported that contractor employees are disrespectful to customers.

3. The point of contact is MSgt Osborne at 784-2491.

A handwritten signature in black ink, appearing to read "F. S. Osborne", written over a horizontal line.

F. S. OSBORNE