

Sponsor's Guidebook



Manpower & Personnel Flight

DSN 314-480-5850 or 06371-47-5850

QUALITY is the
HALLMARK OF SUCCESS

OBJECTIVE:

- *Ensure newcomers feel like members of 'Team Ramstein' before arrival.*
- *Ensure newcomers and their families have a positive first impression.*
- *Ensure newcomers are made mission ready in an efficient and effective manner.*

STRATEGY:

- *Provide proactive assistance to newcomers and their families.*
- *Pave the way for a smooth transition from losing to gaining installations.*

TACTICS:

- *Assess the needs of the newcomer and family.*
- *Tailor the service and be responsive to the customer.*
- *Do the job right the first time.*

EFFECTS OF GOOD SPONSORSHIP:

- *Eases transition*
- *Reduces culture shock*
- *Increases productivity*
- *Cultivates unit cohesiveness*
- *Improves morale*

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Sponsorship is a continuous process of providing information and assistance to relocating personnel and their family members from the time they receive their job offer until they are settled in their new community.

MAKING INITIAL CONTACT

(The Telephone Call)

Make two-way personal contact with the newcomer within two duty days of your assignment as a sponsor. If the newcomer is unable to receive your call, leave a message, including your DSN and email address for response. Follow up with an email message concerning your telephone call. If you don't hear back within 2-3 working days, call again. When you speak to the newcomer, here are a few tips on how to accomplish your goal the first time. Sometimes e-mail is the only way to communicate and this is acceptable when you are unable to make contact by phone.

- Be honest; constructive and positive.
- Introduce yourself to make the newcomer feel welcomed.
- It isn't enough to say, "Let me know what you need." **Be PROACTIVE!** The needs of each newcomer and family will be different. Find out their needs and tailor your assistance to respond to them.
- Confirm data about the newcomer (name, work and home mailing addresses, work and home telephone, e-mail, accompanied/unaccompanied, estimated date of arrival, etc.).
- Ask for the information needed to complete the Newcomer Needs Assessment (page 6-7) and try to get as much information as possible. If the newcomer doesn't already have a copy, be prepared to send a copy via e-mail.
- Ask the newcomer to keep you informed of any changes in plans.
- Provide the following information to the newcomer:
 - Your name; work and home addresses, phone numbers and fax numbers
 - Supervisor's name, telephone and fax numbers, and e-mail address
 - Unit commander's name
 - Command Support Staff telephone and fax numbers, and e-mail address
- A wealth of up-to-date information about the gaining installation and local community is available through the Military One Source website: <http://www.militaryonesource.mil> or www.ramstein.af.mil. Additional relocation information is also available at www.afcrossroads.com and www.militaryonesource.com

***Remember, as a sponsor you are the Commander's Ambassador...
make sure our new team member gets a positive first impression!***

SPONSOR'S WELCOME LETTER

TIPS & HINTS



****Put yourself in his/her place and provide the information you would need and want****

1. Remember to be sincere and friendly
2. Make recommendations
3. Keep a positive tone
4. Tailor letter to newcomers needs
5. Use a personal tone—write as if you were sending a letter to a friend

AND FINALLY: BE SURE TO INCLUDE YOUR NAME, ADDRESS, AND PHONE NUMBER!

1. Congratulate the newcomer on his/her assignment to your installation. Tell him/her who you are.

(EXAMPLE: Welcome to your new assignment at Ramstein AB. It is currently one of the (most requested, most interesting, etc.) installations in the Air Force. I've been appointed as your sponsor and point of contact until you have in-processed and settled in. I'm here to provide you with information and assistance to ensure you have a smooth transition from (his/her base) to Germany.)

2. Include your duty and home phone numbers as well as your e-mail address (maybe your personal email as well).

(EXAMPLE: The first order of business is to let you know where you can reach me during the next few (months/weeks).

YOUR NAME:

ORGANIZATION NAME:

DUTY SECTION:

DUTY PHONE (DSN/COMMERCIAL):

E-MAIL ADDRESS :

3. Tell the newcomer a little about yourself.

(EXAMPLE: I've worked for the Air Force for (years) and stationed at Ramstein, AB for (months/years). OPTIONAL: If you would like, you make include the name of your spouse and children.

4. Tell the newcomer a little about the base and area.

(EXAMPLE: There are four seasons in Germany. The scenery is beautiful, with dense forests and green fields. In the summer there is sunshine to enjoy, and in the winter snow and chilly temperatures are the norm. The neighboring city of Kaiserslautern has many activities to participate in for the whole family and fantastic restaurants to try. And, of course, don't forget to mention the gorgeous castles to visit and neighboring countries. The base has an excellent running/jogging track, two fitness centers, an Aquatics Center, a movie theater, a golf course and numerous recreational activities.)

5. Ask for information required on the Newcomer/Sponsor Contact Sheet that was not obtained during your initial contact.

(EXAMPLE: Since we talked on (date/day), I was able to find out the information you wanted _____. Be sure to provide me with the information on the Newcomer Needs Assessment I've enclosed. And keep me informed of any changes in your plans.)

6. Arrange for a post office box.

(EXAMPLE: With a copy of your orders, I can arrange a general delivery APO box for you prior to your arrival.) Generally, a post office box can be obtained within 90 days of the newcomer's arrival.

7. Provide vehicle registration/USEUR Driver's License information. Direct them to the website <http://www.hqusareur.army.ml/rmv/default/htm>.

8. Ask the newcomer if there are any questions or special concerns that need your assistance. Offer to send additional information. Make sure you follow-up with the request.

9. Determine whether the newcomer has children needing child care:

(EXAMPLE: Child care is a challenge here. There is currently a waiting list and waiting time is approximately (amount of time) for the base child development center. We also have family child care--authorized child care in on-base quarters.)

10. Tell newcomer about the Ramstein In-Processing (RIP) Line and Base INTRO.

11. Conclusion.

(EXAMPLE: I'm sure you have a million questions running around in your head and I have probably only covered a few of them. Contact me or go to the A&FRC on your base if you have any questions. Remember to keep me informed of any changes in your plans. Again, welcome to RAMSTEIN AB, Germany! I look forward to meeting you.)

MEETING THE NEED

SPONSORSHIP

It is an official duty to carry out your responsibilities as a sponsor. You are the most important link in the Ramstein AB Sponsorship Program.

You have an opportunity positively influence someone's perception of the Air Force in Europe by being as helpful as possible during this important transition. Once appointed as a sponsor, you should make the first two-way personal contact with the newcomer within **TWO** duty days. Establishing immediate contact with the newcomer is a critical step in the sponsorship process. A phone call is the preferred method to make this initial contact.

This sponsor checklist is provided for your convenience and is designed to assist you with your sponsorship responsibilities. It should be completed in phases and, upon completion of your sponsorship duties, kept handy for future reference. Once the newcomer arrives, he or she is given the opportunity to rate both your performance and the overall sponsorship program. If there are questions regarding your actions as a sponsor, you have a ready reference as to what happened and when.

It is highly recommended that you complete all applicable items in full—a single check mark is not sufficient. Attaching all records of communication (i.e., emails, letters, etc.), will help you stay abreast of the newcomer's needs. Record of correspondence may also be necessary if there are issues with the newcomer's PCS that could have been resolved with your assistance.

In case you have specific questions about your sponsorship responsibilities, contact your supervisor.

If your job/duties interfere with your ability to fulfill your sponsorship duties, or if you encounter problems getting information/support which interferes with your ability to perform your sponsorship duties, contact your supervisor for assistance.

SPONSOR'S ADMINISTRATIVE ITEMS

1. Date of initial sponsorship appointment received from sponsor:

2. Date notified of selection as sponsor: _____

3. Date of e-Sponsorship Training (militaryonesource.com) completed: _____

3. Date sponsor made two-way communication with newcomer: _____

4. Did your supervisor make you aware of and encourage you to attend sponsorship training conducted by the Airman & Family Readiness Center? _____

5. Did you attend sponsorship training within the past year? YES NO **(ANNUAL TRAINING IS MANDATORY)**

If yes, what date did you attend: _____

NEWCOMER NEEDS ASSESSMENT

NEWCOMER RESPONSIBILITIES

As an incoming member of *Team Ramstein*, **YOU** are responsible for providing an adequate amount of information to assist us in ensuring you have a smooth transition to your new duty station. You are responsible for keeping your sponsor informed of your itinerary and relocation needs.

Your sponsor will be contacting you shortly, if not already, to request from you required information on the Newcomer Needs Assessment. Your sponsor is responsible for assisting you during your relocation. Therefore, please return the following form via email, to your sponsor within 5 duty days,

Advise your sponsor of your departure plans. Any subsequent changes must be coordinated with your gaining unit/sponsor immediately. If you have delays or problems en-route, contact your gaining base and/or your sponsor.

The sponsorship program is designed to efficiently provide your gaining unit with mission ready personnel. Your active and timely involvement is critical. Please document your sponsor's effort, both good and bad, as you will be asked to provide feedback upon your arrival.

THE FOLLOWING NEWCOMER NEEDS ASSESSMENT IS PROVIDED FOR YOUR BENEFIT. PLEASE COMPLETE IT WITHIN 5 DUTY DAYS AND EMAIL IT TO YOUR NEW UNIT/SPONSOR.

HELP THEM MAKE YOUR MOVE A PLEASANT EXPERIENCE.

Don't forget to review the relocation websites:

<http://www.ramstein.af.mil>
<http://www.militaryhomefront.dod.mil>
<http://www.afcrossroads.com>
<http://www.militaryonesource.com>
<http://ramsteinyardsales.com>

They contain valuable information on RAMSTEIN AB and the local community.

NEWCOMER NEEDS ASSESSMENT

Principle Purpose: To record information necessary to assist relocating personnel and their family members.

***Disclosure is Voluntary: Failure to provide the necessary data will not result in the individual(s) being denied service. ***

1. Newcomer's /Name: _____

2. Current Mailing Address: _____

3. Personal E-mail address: _____

4. Duty Phone (DSN or commercial): _____

5. Cell Phone Home Phone: _____

6. Base/Location from which you are departing: _____

7. Departure date: _____

8. Anticipated arrival date in local area: _____

9. PCS plans:

• Will you be shipping a vehicle? YES NO

• Itinerary (dates and locations): _____

• If taking leave enroute, what are your leave addresses, telephone numbers and email address?

10. Family Members:

a. Family Member Information:

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>AGE</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

b. Are they accompanying you to the new duty station? YES NO

c. Is spouse military or civilian? _____

If military, what is the name and unit of their sponsor? _____

If spouse is a civilian, would they like a sponsor assigned to them as well? YES NO

e. Is child care needed upon arrival? YES NO

**What is your preferred Child Care (i.e. CDC, FCC)
School District (i.e. Kaiserslautern, Ramstein)
*Please circle your choice***

11. Will you be bringing pets? YES NO

How many? _____ Type/Breed? _____

***Please be advised: there will be pet fees payable upon arrival. Sponsor can provide more info as needed.**

12. Any special needs or concerns? If so, what are they? (e.g), EFMP, first-termer, college questions, family member employment, sports sign-up dates, foreign-born family member, etc.)

If yes, how can we help?

13. If you have school-age children be sure to and have questions about transferring/registration, please contact 86msg.slo@us.af.mil

14. Is there any other information that can be provided that may assist your sponsor in assessing your needs?

Taking Care of Our Own SPONSORSHIP CHECKLIST

Resource	Agency	Completed
Please use this checklist as a guide while welcoming a new member to Team Ramstein. Relocation information and resources are available at the Airman & Family Readiness Center (A&FRC), Bldg 2120, DSN 480-5100 or COMM 06371-47-5100		
BEFORE NEWCOMER ARRIVES		
ESTABLISH AN ALTERNATE SPONSOR IN CASE OF EMERGENCIES, TDY'S OR DEPLOYMENTS		
1. Sponsor kit <ul style="list-style-type: none"> • Personalize with applicable information • Commander's Welcome Letter • Mail within 5 duty days 	CPF	
2. Personal Welcome Letter <ul style="list-style-type: none"> • Sponsor's home and duty numbers • Sponsor's email and mailing address 		
3. Confirm departure date		
4. Confirm arrival date		
5. Ensure member is aware of arrival point (PAX or FRA)		
6. Gather information for on- and off-base housing <ul style="list-style-type: none"> • Encourage early application for on-base housing 	Housing Office	
7. Make temporary lodging arrangements <ul style="list-style-type: none"> • Pet friendly TLF/kennel arrangements (if needed) • Provide member with lodging information • Put newcomers kids on CDC waiting list (orders needed) 		
8. If unavailable on date of arrival, ensure coordination with another member of the unit <ul style="list-style-type: none"> • Provide incoming member with the alternate's name, email, and/or duty phone • Ensure both parties are aware of arrival point 		
9. Member must ensure that stateside driver's license is current. CBT driver's test should be taken before arrival. <ul style="list-style-type: none"> • Encourage member to obtain tourist passports before arrival. 		
10. Prepare for arrival of member <ul style="list-style-type: none"> • Ensure adequate transportation for member, family, and pets (if applicable) 		

<ul style="list-style-type: none"> • Get a post office box for the newcomer (copy of orders needed) • Personally meet the member upon arrival 		
11. Personally take member to lodging		
AFTER NEWCOMER ARRIVES		
12. Introduce member to unit <ul style="list-style-type: none"> • Commander • Supervisor, Key Personnel, co-workers 		
13. Personally take member to A&FRC <ul style="list-style-type: none"> • Loan Locker • Spouse Orientation • German Shopping Trips (What is What? and USO) • German Language Class 	A&FRC	
14. Introduce the member to the installation <ul style="list-style-type: none"> • KMCC • LRMC • Vogelweh/Kapaun • Commissary • Fitness centers • Chapels 		
15. Introduce the member to the local community (at sponsor's discursion)		
16. Accompany member through in-processing procedures <ul style="list-style-type: none"> • Drop off /pick up from RIP • Drop off /pick up from Base INTRO • Assist with completion of installation and unit in-processing checklists 		

Reference: AFI 36-2103, *Individualized Newcomer Treatment and Orientation (INTRO) Program*, 30 April 2012

SAMPLE SPONSOR LETTER

(USE WING LETTERHEAD)

XXX Security Forces Squadron
XXX XXXXXXXX Street
XXXXXXXX AFB XX 29999

Mr. Dean Jones
774 Airlift Road
Altus AFB OK 78900

Dear Mr. Jones,

Welcome to Ramstein Air Base (AB), home of the XXXth XXXXXXXX Wing and XXXth Security Forces Squadron. My name is Don Johnson and I have been assigned as your sponsor. I will do my best to make your move to XXXXXXXX a comfortable one. Currently, Element personnel work xxxx.

Ramstein AB is located in Germany near the city of Kaiserslautern. The base is within easy driving distance of numerous European countries and fantastic tourist destinations that many will never experience.

When you arrive at Ramstein AB, I will meet you at XXXX. From there, we will tour the base and I will assist you with lodging. The following morning, I will pick you up at Lodging and take you to Ramstein In-Processing/Base INTRO.

I will attempt to call you prior to your arrival. If you have not heard from me prior to receiving this package, please complete the enclosed needs assessment and return it to me either by mail or e-mail (don.johnson@xxxxxxxx.af.mil or djohnson@xxxx.com) right away. I'll use this to send you additional information or make necessary arrangements on your behalf.

Feel free to contact me at the squadron or my home. My duty phone is: DSN XXX-xxxx, commercial (XXX) XXX-xxxx, and my home phone: (XXX) xxx-xxxx. My home address is 444 XXXXXXX Street, XXXXXXXX XX 99999.

Once again, I want to welcome you to Ramstein AB. I'm sure you will enjoy your assignment here. Please don't hesitate to contact me and please keep me up to date about your arrival plans.

Sincerely

NAME

WHAT YOU NEED TO DO

Don't despair if this is your first time as a sponsor; there's plenty of help available. Very likely, the person you are sponsoring is quite capable of handling many facets of their PCS. However, some of the KMC-specific details will be important for you to follow up with.

Keep in mind that being a sponsor is being a friend. To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if you were making a move.

Be an active, responsive sponsor. Ignoring a problem doesn't make it go away, and it could have a devastating effect upon the person or family you are sponsoring. If you don't know how to respond to a particular issue, get help from your Supervisor, Commander, CPF or the A&FRC.

The "3 Cs" of effective sponsorship are: *Communication* (providing information that is accurate, essential, and timely); *Concern* (portraying a positive attitude and being helpful); and *Creativity* (adding a little ingenuity, i.e., sending pictures of work center with personnel "hard" at work & "hard" at play).

TIPS TO "MEETING THE NEED"

Quality customer service is the hallmark of a successful organization, and good sponsorship is quality customer service. Below are some pointers about being responsive and making the newcomer feel like an important part of your team.

* **Listen**--many times a newcomer can reduce stress associated with a move by merely talking to someone "already there" who cares.

* **Determine the need and meet it**--sometimes newcomers don't know what they need, so when they answer "nothing," try asking some detailed questions, but don't go overboard either.

* **Be a sponsor to the entire inbound family**--ask questions about the newcomer's family and their background. Get spouses or children involved by speaking and writing to them, or invite your family members to do so.

* **If you miss a call, always call back the same day**—you can even call the newcomer at home. This is considered an official call which can be placed through the base operator using DSN. Tell the newcomer who to call if you are going TDY or emergency leave or will otherwise be unavailable for a period of time.

* **Be open and honest, but stay positive**--let the newcomer form his or her own impressions about the unit, installation, and local area.

* **If you can't respond to your newcomer's needs, get some help**--your Supervisor or A&FRC staff are ready to help you.

Remember, no one expects you to be a relocation expert. You can get expert assistance by contacting the Relocations Assistance Program at 480-5100 or visit the A&FRC in Bldg 2120, 1st floor, for additional information.

SPONSOR PACKAGE

A sponsor package ensures that the newcomer and his/her family have information on their new duty station and surrounding area. A sponsor package can be obtained by going to the A&FRC, Bldg 2120. In addition, provide links to Ramstein.af.mil and MilitaryInstallations.com This sponsor packet should be a supplement to the other resources that you can provide. As a minimum, ensure the sponsor package contains the following and may be accomplished via email:

- A personal memorandum/letter from you that conveys a warm welcome and describes the organization and how the newcomer fits in. Send only original letters.
- A welcome memorandum/letter from the unit commander (this may be sent under separate cover at the commander's discretion)
- Maps of the base and local area
- Information requested by the newcomer (local/base newspaper, job ads, kennel listing, real estate or rental information, special education/medical information, school information, etc.)

WHERE TO GET SOME ANSWERS

Whether it's the first or 15th time you are serving as a sponsor, you're not going to have all the answers. Here are some places to go for help:

* A&FRC: The first place to go for answers from trained relocation experts; wide array of family support programs; spouse job search assistance; school information; Air Force Aid for emergency financial assistance and much more. Household loaner items for temporary housing needs, Child Care for PCS.

* Housing Office: Provides information on community housing (i.e., apartment rentals, houses for rent or purchase), and military family housing (waiting lists, waiting times, and dormitory policies). Visit www.housing.af.mil

* Lodging: Schedule temporary lodging reservations and obtain pet policies.

* Unit Commander's Support Staff: Get a copy of the commander's welcome letter, sign-in policies, and unit-level Sponsorship Program.

* Postal Service Center: Obtain a PSC box so that the newcomer has a forwarding address.

* Child Development Center: Provide information on child care vacancies, policies, and home day care providers.

* Traffic Management Flight: Information on shipment/delivery of hold baggage/household goods, and POV shipment/pickup points.

* Security Forces: Information on vehicle registration

USEFUL TELEPHONE NUMBERS

Newcomer's Work/Home Phone.....	
Unit Commander's Support Staff.....	
Lodging Office (24 hours a day).....	480-4920/4900
Post Office... ..	480-7857
Red Cross (Ramstein).....	480-2171/5464
Air Force Aid.....	480-5100
Ramstein Clinic Appointment Line.....	479-2273
EFMP.....	479-1464
Airman and Family Readiness Center.....	480-5100
Housing Office.....	480-3141
Child Development Center.....	480-8782
Legal Office.....	480-5911
Security Forces (Vehicle Registration).....	489-7542
Youth Programs Center.....	480-6444
Traffic Management Flight, Personal Property.....	480-5509/2163

*Compliments of
Civilian Personnel and Manpower Flight
86th Force Support Squadron
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