

**Forest Service Manual
National Headquarters - Washington Office
Washington, DC**

**Forest Service Manual 1500 – External Relations
Chapter 1520 - Public Service Programs**

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Approved by: F. Dale Robertson, Chief

Date approved:

Responsible Staff:

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NEW POSTING NOTICE: This amendment is the first in a new numbering series corresponding to the year in which material was amended. Since this amendment replaces all text except Interim Directives (ID), do not check for the last transmittal received for this title. Replace the entire title text except ID's. Place this transmittal sheet at the front of the title and retain until the first transmittal of the next calendar year is received.

Digest:

1500 - Please read the new posting notice carefully. These directions apply to this transmittal only.

Entire text, except ID's, is replaced. New text corresponds with text located in the National Information Center.

The electronic document names are shown above for ease in accessing them from the National Information Center.

Direction has not been changed. Some minor typographical and technical errors were corrected.

Amendment numbers and dates noted above are listed for historical purposes only.

All subsequent amendments will be issued by document.

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1520.1 - Authorities (Reserved)

1520.2 - Objectives (Reserved)

1520.3 - Policy (Reserved)

1520.4 - Responsibility (Reserved)

1520.5 - Definitions (Reserved)

1521 - Host Program

1521.02 - Objective

To make responsive and courteous service to the public a keystone of all Forest Service public contact.

1521.03 - Policy

1. Train all employees to provide responsive and courteous service in all public contacts.
2. Monitor responsive and courteous public contact as an element of program management and activity reviews (FSM 1410).
3. Emphasize HOST values in recruitment and selection criteria for public contact positions.

1521.04 - Responsibility

1521.04a - All Employees

All employees shall provide responsive and courteous service to the public in all aspects of their jobs.

1521.04b - Line Officers

Line officers shall ensure that their employees are aware of HOST values and trained in techniques appropriate to their jobs to provide responsive and courteous service to the public. Line officers shall monitor and evaluate employee contacts with the public. Line officers shall designate an individual in the unit to coordinate HOST program activities.

1521.04c - Director, Recreation Management Staff, Washington Office

The Director, Recreation Management Staff, Washington Office shall:

1. Maintain the HOST program.
2. Establish Service-wide guidelines and standards for responsive and courteous public service.
3. Develop employee-awareness training about the HOST program.

1521.05 - Definitions

1. Public means all people, including Forest Service employees and other representatives of the Forest Service, who seek information or use National Forest lands.
2. Employee means any person -- salaried, human resource program enrollee, or volunteer -- who represents the Forest Service to the public.
3. Public contact includes telephone management, letter writing, office operations, person-to-person communications, and mass media techniques for print and electronic communications.

1521.1 - Training

Develop training that raises awareness of HOST values and each employees' responsibility to provide responsive and courteous service to the public; covers specific techniques of public contact; and enables personnel with supervisory responsibilities to establish acceptable standards for public contact.

1521.2 - Providing Responsive and Courteous Public Service

1. Review and adjust policies and procedures, when necessary, to ensure courteous, responsive public service.
2. Review effective public contact as part of program management and activity reviews (FSM 1410). Consider: work habits; attitudes toward public; responsiveness to incoming correspondence and other types of requests; telephone management, appearance, and effectiveness of personnel; adequacy of signs, facilities, and print and electronic public information media; and accessibility of buildings and facilities.

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