

## Household Services

(9) Household services refers to the items provided for representational dining and to ancillary pieces related to service throughout ORs. It includes crystal, china, silver flatware, hollowware, and linens. These items are all costly and we have a substantial inventory of them at missions. Over the years, the Department has purchased commercial patterns and had to alter them as they went out of production. These changes, coupled with missions' acquiring other patterns locally, have resulted in a diverse collection that is expensive to maintain.

(10) The Department has now selected replacement patterns and will be establishing standing offers with firms for the supply of these items. Also, because the Materiel Authorization Tables (MATs) establish the authority and cost limits for household service items at missions, they have been reviewed and will be amended to delete unnecessary items and to replace infrequently used but extremely expensive items with less costly versions (e.g. sterling silver tea service). Sterling silver has been approved as the standard for official residence dining room flatware.

(11) In addition, a standard for hospitality kit items was approved. The recent inventory of household service items showed many missions holding quantities of fine china, silverware, and crystal that can only be justified by using them for buffet-style entertaining. This exposes these valuable items to greater risk of loss and breakage. It is more appropriate to use durable hotel ware china, less expensive crystal stemware, and silver plate flatware for everything but sitdown dinners at the main dining room table. This means that expensive crystal, china, and sterling hollow and flatware now being used at many missions for buffet style dinners can be withdrawn and re-issued for dining room use. Items withdrawn by SRM will be replaced with more durable hotel ware items consistent with a new MAT standard that is being developed. Some missions may be reluctant to release items now in their possession, but they will be replaced with more durable items at SRM cost. No items will be withdrawn unless there is a clear need for them elsewhere.

(12) A summary of the standards for all ORs follows:

China	Formal	—	fine bone china, "Alice" by Royal Doulton
	Breakfast	—	not provided
	Informal (family)	—	stoneware purchased locally or by HQ ("Athena" by Johnson Bros)
	Hospitality	—	"Concerto" by Royal Doulton
Flatware	Formal	—	sterling, "Centari" by Heritage Silversmiths
	Informal	—	silver plate, "Copley" by Heritage Silversmiths
	Hospitality	—	silver plate, "Copley" by Heritage Silversmiths
Hollowware		—	primarily stainless steel with some key pieces in silver plate
Stemware	Formal	—	crystal, name TBA, by Crystalex
	Informal	—	"Banquet" by Schott Zwiesel
	Hospitality	—	"Banquet" by Schott Zwiesel
Linens		—	as required

(13) The benefits of these initiatives for household services are significant:

(a) Costs will be reduced;

(b) The provision of a hospitality kit will curtail the use of expensive items for informal functions, and reduce expensive replacement due to loss and breakage;