

Jacksonville

International Resource and Protocol Manual

JEDDC



INTERNATIONAL
DEVELOPMENT



A Division of the Jacksonville Economic Development Commission



OFFICE OF THE MAYOR

JOHN PEYTON
MAYOR

ST. JAMES BUILDING
117 WEST DUVAL STREET
SUITE 400
JACKSONVILLE, FLORIDA 32202

October 1, 2004

Thank you for your interest in the Jacksonville International Resource and Protocol Guide – a comprehensive compilation aimed at informing citizens how to properly address, identify and host government dignitaries and international diplomats.

As Jacksonville continues to secure a position in the global marketplace, this guide becomes increasingly important. It also includes helpful resource information, along with lists of area international organizations and other groups involved in international relations.

Jacksonville is fast becoming a global community. Our Sister Cities Association fosters friendships around the globe through cultural, economic, educational and professional exchanges. We currently have sister cities in Argentina, China, France, Korea, Russia and South Africa.

Through these efforts, our city has developed strong relationships with countries throughout the world. We hope this information will help strengthen those relationships and further Jacksonville's presence on the international scene. I hope this directory is helpful to you.

Sincerely,

John Peyton
Mayor

JP/no



N O R T H E A S T F L O R I D A I N T E R N A T I O N A L R E S O U R C E & P R O T O C O L

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CONSULAR CORPS

There are two classes of official international government representatives accepted by United States law and covered by two separate international treaties: the Vienna Convention of Diplomatic Relations of 1961 and the Vienna Convention on Consular Relations of 1963. Respectively, they are diplomats and consuls.

Diplomats or diplomatic agents (examples: foreign ambassador, minister counselor, counselor, first secretary, second secretary, third secretary and attaché) are usually posted to embassies in the capital of a country or to the United Nations. Diplomatic missions deal with official relations between nations such as war, peace, alliances, treaties, etc. Diplomats and their families enjoy personal inviolability and are entitled to extensive privileges and immunities under U.S. law.

Consular officers are either members of a country's foreign service (career consuls) or local residents (honorary consuls) who perform consular duties as described later in this text. Some diplomats may serve as consuls, and with permission from the U.S. government, a consul may perform diplomatic functions. However, most consuls do not carry diplomatic passports and are entitled only to privileges and immunities related to their consular duties.

All consuls in the United States must be formally appointed by their governments and accepted by the United States Department of State which issues an "exequatur" allowing them to act in their official capacity in this country. These "accreditation" documents include the honorary or career consul's full name and rank or classification (consul-general, vice-consul, etc.). Also noted are jurisdiction (city, county or counties, state or states) and the seat of consular post (location of the consular office).

CAREER AND HONORARY CONSULS

A career consul is a member of a country's foreign or consular service. This person is in the employ of his government, which is his only means of income and support. This is his profession, his sole career. He must be a citizen of the country he serves. He is subject to frequent transfers, depending on the administrative needs of his home country.

An honorary consul can be a citizen of the United States, a citizen of the country he represents, or a citizen of a third country. He is not employed by the country represented, nor does he have a contract or receive a salary. Recognized to have some relationship or special knowledge of the country, an honorary consul acts as an unofficial local resource and is usually privately employed. Traditionally, bankers, attorneys, travel agents and professionals in the marine trade or maritime field serve as appointees for honorary consul.

CONSUL-GENERAL, CONSUL, VICE-CONSUL

Depending on the status of the consular office, there may be various categories of consular officers serving at that post.

A consulate-general is always headed by a consul-general (or interim officer acting as head of post) and may have one or more additional members with the status consul or vice-consul. Various secretarial or administrative officers may act as support to the consuls.

Not all career consulates are consulates-general. Some consulates-general operate as part of a regional office serving communities with a large international resident, tourist or commercial population base. Other career offices may be located in different cities in the region.

Honorary consuls do not serve as consulates-general or other career consulates. An honorary consul is usually appointed to a city in which his country does not have a career consulate.

HEAD OF POST

The term "head of post" refers to the consular officer designated responsibility for the consular officers and consular affairs of a foreign government in a particular area.

Many small nations depend heavily on honorary consuls, who may serve as heads of post for a designated area of jurisdiction. According to the requirements of their governments, honorary consuls may perform identical duties to their career counterparts.

THE CONSULAR CORPS

When there is more than one consul assigned to a location, there is a consular corps.

The consular corps comes into being automatically and cannot be broken up or abolished. Whether or not members hold meetings, approve bylaws or charge dues, the status of the consular corps is not affected. The consular corps does not take an act of recognition by the state or municipal government to come into being. It lacks independent legal standing and does not deal as a whole with the authorities of the municipality or state in which it is located.

Membership in a consular corps is by fact - consular status - not by choice or vote. However, when consuls choose to form an association, admission rules may be set by the members themselves.

Consuls who are members in the Consular Corps of Jacksonville are automatically members of the Consular Corps of Florida.

CONSUL GENERAL OFFICES AND OFFICIALS LOCATED IN FLORIDA

ANTIGUA & BARBUDA

Vacant Position (CG)
25 SE 2nd Avenue, #300
Miami, FL 33131
Tel: 305-381-6762

ARGENTINA

Gregoria Dupont (CG)
800 Brickell Avenue, PH 1
Miami, FL 33131
Tel: 305-373-7794

AUSTRALIA

Thomas E. Flynn (HC)
2525 S.W. Third Avenue, Suite 410
Miami, FL 33129
Tel: 305-858-7633

AUSTRIA

Arthur W. Karlick (HC)
Republic Building
1454 NW 17th Avenue, #200
Miami, FL 33125
Tel: 305-325-1561

BAHAMAS

Alma Adams (CG)
25 SE 2nd Avenue, #818
Miami, FL 33131
Tel: 305-373-6295

BARBADOS

Ed Bushell (CG)
150 Alhambra Circle, Suite 1000
Coral Gables, FL 33134
Tel: 305-442-1994

BELGIUM

Manuel Molina (HC)
100 N. Biscayne Blvd Ste 500
Miami, FL 33132
Tel: 305-935-3762

BELIZE

Stephanie Sylvestre (HC)
1110 Salzedo Street 2F
Coral Gables, FL 33134
Tel: 305-666-1121

BOLIVIA

Moises Jarmusz Levy (CG)
1101 Brickell Ave.
North Tower, Suite 1103
Miami, FL 33131
Tel: 305-358-6303

BRAZIL

Joao Almino de Souza Filho (CG)
2601 So. Bayshore Drive, #800
Miami, FL 33133
Tel: 305-285-6200

CANADA

Anthony Knill (Consulate and
Trade Commissioner)
200 S. Biscayne Boulevard 1600
Miami, FL 33131
Tel: 305-579-1600

CHILE

Jorge Dupouy Grez (CG)
800 Brickell Avenue, #1230
Miami, FL 33131
Tel: 305-373-8623

COLOMBIA

Carmenza Jaramillo (CG)
280 Aragon Avenue
Coral Gables, FL 33134
Tel: 305-448-5558

COSTA RICA

Roxana Pacheco Arce (CG)
1101 Brickell Avenue, Suite 704 S.
Miami, FL 33131
Tel: 305-871-7487

CZECH REPUBLIC

Alan S. Becker (HC)
3111 Sterling Road
Ft. Lauderdale, FL 33312
Tel: 954-985-4127

DENMARK

Anne-Lise Gustafson (HC)
2655 Lejeune Road, PH1-D
Coral Gables, FL 33134
Tel: 305-446-0020

DOMINICAN REPUBLIC

Vacant Position (CG)
1038 Brickell Avenue
Miami, FL 33131
Tel: 305-358-8786

ECUADOR

Leonardo Tamariz (DCG)
1101 Brickell Avenue,
Suite M-102
Miami, FL 33131
Tel: 305-539-8214

EL SALVADOR

Fernando Quinones-Mesa (CG)
2600 Douglas Road, Suite # 104
(Douglas Centre)
Coral Gables, FL 33134
Tel: 305-774-0840

FINLAND

Susan P. Kelly (HC)
3399 Ponce De Leon Blvd.
Suite 200
Coral Gables, FL 33134
Tel: 305-444-0004

FRANCE

Christophe Bouchard (CG/Senior
Trade Commissioner)
Espirito Santo Plaza, Suite 1050
1395 Brickell Avenue
Miami, FL 33131
Tel: 305-372-9799

GERMANY

Countess Eva Alexandra Kendaffy
100 N. Biscayne Blvd., #2200
Miami, FL 33131
Tel: 305-358-0290

GREENDADA

Richard A. Nixon (CG)
201 South Biscayne Blvd.
Suite 2800
Miami, FL 33131
Tel: 305-913-7555

GUATEMALA

Ana Maria Corea Villeda Corea
Villeda (CG)
1101 Brickell Avenue #1003
Southern Tower
Miami, FL 33131
Tel: 305-679-9945

GUYANA

Ramzan Roshanali (HC)
795 NW 72 Street,
Miami, Florida 33150.
Tel: 786-235-0431

CONSUL GENERAL OFFICES AND OFFICIALS LOCATED IN FLORIDA

HAITI

Vacant Position (CG)
259 SW 13th Street
Miami, FL 33130
Tel: 305-859-2003

HONDURAS

Carlos Siercke (CG)
7171 Coral Way, Suite 309
Miami, FL 33155
Tel: 305-269-9399

HUNGARY

Alexander Tar (HC)
2950 SW 27th St Suite 210
Miami, FL 33133

ICELAND

Thorir S. Grondal (HC)
5220 North Ocean Drive
Hollywood, FL 33019
Tel: 954-920-7977

ISRAEL

Miki Arbel (CG)
100 N. Biscayne Boulevard, #1800
Miami, FL 33131
Tel: 305-925-9400

ITALY

Gianfranco Colognato (CG)
4000 Ponce de Leon Blvd., Suite 590
Coral Gables, FL 33146
Tel: 305-374-4311

JAMAICA

Clement Philip Ricardo Allicock (CG)
842 Ingraham Building
25 SE 2nd Avenue
Miami, FL 33131
Tel: 305-374-8431

JAPAN

Masakazu Toshikage (CG)
80 SW 8th Street, #3200
Miami, FL 33130
Tel: 305-530-9090

KOREA

Burton A. Landy (HG)
Suntrust International Center
One Southeast Third Avenue,
27th Floor
Miami, FL 33131
Tel: 305-982-5573

LEBANON

Anthony R. Abraham (HC)
6600 S.W. 57th Avenue, Suite 200
Miami, FL 33143
Tel: 305-665-3004

LITHUANIA

Stanley Balzekas (HC)
44 Cocconut Row, Suite T10
Palm Beach, FL 33480
Tel: 773-582-8396

MALI

Mayer Shirazipour (HC)
1710 West Cypress Creek Road
Ft. Lauderdale, FL 33309
Tel: 954-771-1795

MALTA

John F. Galea (HC)
Delray Beach Consular Office
13829 Via Da Vinci
Delray Beach, FL 33446
Tel: 561-496-6942

MEXICO

Jorge Lomonaco (CG)
5975 SW 72nd Street, Suite 101
Miami, FL 33143
Tel: 786-268-4900

MONACO

Robert Dickinson (HC)
3655 NW 87th Avenue, 6th Floor
Miami, FL 33178
Tel: 305-406-4688

NETHERLANDS

Monique T. J. van Daalen (CG)
701 Brickell Avenue, 5th Floor
Miami, FL 33131
Tel: 786-866-0480

J.R. Landa (HC)
644 Cesery Blvd., Suite 200
Jacksonville, FL 32211
Tel: 904-744-0275

NICARAGUA

Jose Velazquez (CG)
8532 S.W. 8th Street, Suite 270
Miami, FL 33144
Tel: 305-265-1415

NORWAY

Trond Jensen (HG)
1007 North America Way,
Suite 305
Miami, FL 33132
Tel: 305-358-4386

Dick Appleyard (HC)
4400 Bayou Blvd, Suite 34
Pensacola, FL 32503
Tel: 850-494-2194

Arthur Savage (HC)
1803 East Port Drive
Tampa, FL 33605
Tel: 813-247-4550

PANAMA

Vacant Position (CG)
2801 Ponce de Leon Blvd.,
Suite 1050
Coral Gables, FL 33134
Tel: 305-447-3700

CONSUL GENERAL OFFICES AND OFFICIALS LOCATED IN FLORIDA

PARAGUAY

Carlos Ortiz Bareiro (CG)
25 SE Second Ave., Suite 705
Miami, FL 33131
Tel: 305-374-9090

PERU

Jorge Roman Morey (CG)
444 Brickell Avenue, #M-135
Miami, FL 33131
Tel: 305-374-1033

PHILLIPINES

Angelo S. Macatangay, M.D. (HC)
1635 S. Miami Rd., Suite #3
Fort Lauderdale, FL 33316
Tel : 954-524-2610

POLAND

Blanka Rosentiel (HC)
1440 79th St. Causeway, Suite 117
Miami, FL 33141
Tel: 305-866-0077

PORTUGAL

Joseph Theriaga (HC)
1901 Ponce de Leon Blvd.,
2nd Floor
Coral Gables, FL 33134
Tel: 305-444-6311

SENEGAL

Michael S. Hacker (HC)
4000 Ponce de Leon Blvd. Suite 700
Coral Gables, FL 33146
Tel: 305-371-4286

SINGAPORE

Amb. Steven J. Green (HC)
2601 South Bayshore Dr. Suite 1775
Coconut Grove, FL 33133
Tel: 305-858-4225

SLOVAK REPUBLIC

Robert Petrick (HC)
5200 NW 67th Avenue
Lauderhill, FL 33319
Tel: 954-749-8857

SLOVENIA

Maria Louise Bacinich (HC)
1048 S. Ocean Blvd.
Palm Beach, FL 33840
Tel : 561-833-2222

SPAIN

Francisco Javier Vallaura de Acha (CG)
2655 LeJeune Road, Suite 203
Coral Gables, FL 33134
Tel: 305-446-5511

SURINAME

Sunil Sitaldin (CG)
6303 Blue Lagoon Dr. Suite 325
Miami, FL 33126
Tel: 305-265-4655

SWEDEN

David D. North (HC)
2250 Eisenhower Boulevard
Howard Amman Building, #310
P.O. Box 13094
Fort Lauderdale, FL 33316
Tel: 954-467-3507

SWITZERLAND

Dr. Urs Lindenmann (HC)
825 Brickell Bay Drive, Suite 1450
Miami, FL 33131
Tel: 305-377-6700

THAILAND

George M. Corrigan (HC)
2801 Ponce de Leon Blvd., #1170Coral
Gables, FL 33134
Tel: 305-445-7577

TOGO

Michael S. Hacker (CG)
4000 Ponce de Leon Blvd., Suite 700
Coral Gables, FL. 33146
Tel : 305-371-4286

TRINIDAD & TOBAGO

Vacant Position (CG)
1000 Brickell Avenue, Suite 800
Miami, FL 33131
Tel: 305-374-2199

TUNISIA

Deborah Balliette-Jacobson (HC)
1236 SW 21st Terrace
Miami, FL 33145
Tel: 305-858-5456

UNITED KINGDOM

Simon Davey (C)
1001 Brickell Bay Drive, #2800
Miami, FL 33131
Tel: 305-374-1522

Hugh Hunter (VC)

Suntrust Center
200 S. Orange Ave., 21st Fl
Orlando, FL 32801
Tel: 407-581-1540

URUGUAY

Maria Lucia Trucillo (CG)
1077 Ponce de Leon Boulevard,
Suite B
Coral Gables, FL 33134
Tel: 305-443-9764

VENEZUELA

Antonio Jose Hernandez-Borgo (CG)
1101 Brickell Avenue, #901
Miami, FL 33131
Tel: 305-577-4214

*Compiled by the U.S. State
Department on December 1, 2004

CULTURAL GROUPS

Africa

JSCA Port Elizabeth (PE) Committee

Tina Daniels, Chair
5913 Gumwood Drive
Jacksonville, FL 32277
Telephone: Home: (904) 743-3091
Work: (904) 766-6576
E-mail: tdaniels@fccj.org

Description:

The mission of the JSCA PE Committee is to establish and maintain a relationship between Jacksonville and Port Elizabeth, South Africa, which will result in a mutually beneficial exchange in trade, tourism, arts, sports, culture, education, health and technology.



Motherland, C.A.E.O.

Ronald Starling
P.O. Box 20324
Jacksonville, FL 32225
Telephone: (904) 356-3989
Fax: (904) 356-3989
E-mail: motherlandCAEO@aol.com

Description:

Motherland is dedicated to the improvement of community through cultural awareness and the betterment of life by developing educational programs. Motherland presents authentic African culture, facilitates special events, provides counseling in cultural diversity and schedules motivational speakers for Black History programs. Motherland can tailor programs for your church, study group, classroom or office.

Nubian Oasis African Village

Ms. Brenda Frinks
P.O. Box 50163
Jacksonville Beach, Florida 32240-0163
Telephone: (904) 720-0002
Fax: (904) 249-3070

Description:

The Nubian Oasis African Village participates in the annual World of Nations celebration and other cultural events and festivals to celebrate events such as Kwanzaa. The club's mission is targeted at increasing the African and African-American contributions in Jacksonville. They work with colleges and other faith-based community organizations to provide educational programs. The club also has vendors available to sell apparel, arts and crafts.



One of a Kind (Ghana)

Martha Davis
869 Bonita Road
Atlantic Beach, FL 32233
Telephone: (904) 249-3582
Fax: (904) 249-0587
E-mail: Mafrica@bellsouth.net

Description:

One of a Kind participates in the World of Nations celebration as well as many other events and festivals. One of a Kind will sell Ghanaian clothing on an individual basis and as a vendor at events.

CULTURAL GROUPS

Asia

Cambodian Culture Organization (CCO)

Dr. Hong Tek
6467 Ferber Road
Jacksonville, FL 32277
Telephone: (904) 388-0732
Fax: (904) 388-1140
E-mail: hongtt@pol.net

Description:

Dedicated to the preservation and promotion of the culture of Cambodia, the CCO consists of high school and college students and their families as well as other volunteers in the Duval County area. The CCO participates in the World of Nations celebration.

◆

Filipino-American Community Council of Northeast Florida

Dr. Bibiana Greer, President
4528 East Seneca Drive
Jacksonville, FL 32259
Telephone: Home: (904) 230-0932
Work: (904) 260-5804
Fax: (904) 230-2089
E-mail: rbgreer1@juno.com

Description:

The Filipino-American Community Council of Northeast Florida functions as an umbrella organization for many of the Filipino-American groups that are focused on civic, social, cultural, economic and political issues in the Jacksonville area. Currently, there are eight member groups associated with the Fil-Am Council and five additional groups that cooperate with the organization. The primary goal of the council is to harness all of the resources within the Filipino-American community to enhance the quality of life of its members and to ensure that the Filipino's traditional family, social and cultural values remain an integral part of our youth's growth and education.

◆

India Cultural Society

Ravi Sanka, President
7849 Blackstone River Dr.
Jacksonville, FL 32256
Telephone: (904) 565-2459
E-mail: icsjax@yahoo.com

Description:

The India Cultural Society participates in the annual World of Nations celebration and other community social events.

Jacksonville Chinese-American Cultural Association

Dr. Fuan Cheng, President
P.O. Box 57812
Jacksonville, FL 32241-7812
Telephone: Home: (904) 381-3670
Work: (904) 646-2071
Fax: (904) 381-3662
E-mail: fuancheng@yahoo.com

Description:

This organization is open to anyone interested in Chinese culture and Chinese school. The association provides an opportunity for learning the Chinese language. It also sponsors Chinese New Year celebrations and participates in Jacksonville's annual World of Nations celebration.

◆

Jacksonville Chinese Professional Club

Yang Jiang
8333 Amherst Hills Lane
Jacksonville, FL 32256
Telephone: Home: (904) 519-5317
Work: (904) 633-3597
Fax: (904) 519-2954
E-mail: jiangy@bellsouth.net

Description:

The People's Republic of China is a professional club founded in 1994 that today has over 200 members. The organization works with the Jacksonville Sister Cities Association to support Chinese-owned businesses in Jacksonville. Although primarily composed of Chinese-American businessmen, the club is open to anyone.

◆

JSCA Masan Committee

Mr. Shung Kim, Chair
13671 Covington Creek Drive
Jacksonville, FL 32224
Telephone: Home: (904) 221-4040
Cell: (904) 703-8702
Work: (904) 221-3050
Fax: (904) 221-3050
E-mail: shungkim@aol.com
www.tdg.com/jsca

Description:

The JSCA Masan Committee promotes Korean culture in Northeast Florida with local events and exchanges between the citizens of Jacksonville and the citizens of Masan.

CULTURAL GROUPS

JSCA Yingkou Committee

Joan Brogan, Co-Chair
1136 Arlingwood Avenue
Jacksonville, FL 32211
Telephone: Home: (904) 472-5183
Work: (904) 858-7618
E-mail: joan.brogan@brookshealth.org

Elinore Fresh, Co-Chair
7409 Fleming Island Drive
GCS, FL 32043
Telephone: (904) 284-2606
Cell: (904) 233-0669

Description:

The JSCA Yingkou Committee supports the relationship between the people of Yingkou, China and Jacksonville, Florida with official, student and business exchanges and community events such as the annual "Night of China" celebration.



The Korean Association of North Florida (KANF)

Mr. Sim Chul Lim, President
Seung Lim, Public Relations
2311 University Boulevard
Jacksonville, FL 32217
Telephone: (904) 641-1728
Fax: (904) 346-1228

Description:

The mission of the KANF is to assist the Korean-American community with social, governmental, educational and business assistance in order to enhance Korean-American cultural understanding in North Florida. The KANF is a part of a national organization and has 1,300 members in North Florida.

The Philippine Community

Ms. Lally Ferro, Public Relations Officer
10060 Hidden Branch Drive East
Jacksonville, FL 32257
Telephone: (904) 268-1014
E-mail: villft@jea.com

Description:

The Philippine Community is one of the eight member organizations operating under the umbrella organization, Filipino-American Community Council of Northeast Florida. It works with other Filipino associations in St. Augustine and Daytona Beach. This organization participates in the annual World of Nations celebration, the Veterans Day Parade, the Martin Luther King Breakfast, and also participates in the National Coalition for Communication and Justice (NCCJ). The organization aids Filipinos in providing legal counsel regarding immigration and will even assist a Filipino looking for relatives. In the case of an accident while traveling in the Jacksonville area, the Philippine Community will help a Filipino tourist find temporary housing for his family while recovering in the hospital.



Vietnamese Association of Jacksonville

Thuy-Anh T. Nguyen, Vice President of External Affairs
P.O. Box 23665
Jacksonville, FL 32241
Telephone: (904) 733-1499

Description:

The Vietnamese Association of Jacksonville primarily functions as a social and cultural club. It organizes a New Year's celebration, the annual Vietnamese Moon festival and participates in the World of Nations celebration. Upon request, the club performs exhibitions which feature Vietnamese arts and crafts, traditional music, clothes and dance.

CULTURAL GROUPS

Middle East

Lebanese American Club of Jacksonville

Dr. Fady Bahri, President
5711 Bowden Road
Jacksonville, FL 32216
Telephone: (904) 731-4514

Description:

The Lebanese American Club of Jacksonville is an association devoted to the promotion of the Lebanese heritage through cultural, charitable, social and educational programs. It is not affiliated with any religion or denomination, sect or creed. The club's activities include parties and gatherings, annual participation in the World of Nations celebration, a monthly newsletter, the sponsorship of an Arabic teaching school and other social activities.



North Florida Turkish American Cultural Association

Cidgem Crawford, President
2630 Hidden Village Drive
Jacksonville, FL 32216
Telephone: (904) 514-4165
E-mail: nftaca@hotmail.com

Sevinc Bilgin
8817 Kersey Drive
Jacksonville, FL 32216
Telephone: (904) 725-7847
(904) 725-2009
E-mail: sbilgin@mediaone.net

Description:

The mission of the North Florida Turkish American Cultural Association is to introduce the unique features of Turkish food and culture to Jacksonville and teach Turkish children how to preserve their culture while living in America. The club collects donations to provide assistance for disasters locally and abroad with special interests in Turkish relief. The association was founded February 14, 2001.



Ramallah American Club of Jacksonville

Rose Clark, Secretary
3130 Prudential Road
Jacksonville, FL 32216
Telephone: Work: (904) 733-5211
Home: (904) 731-3772

Description:

The Ramallah American Club, founded in 1953, serves as a social, cultural and charitable organization with the intent to perpetuate the uniqueness of Palestinian Arab culture and to maintain ethnic awareness through unity, fellowship and charity. The Ramallah American Club has branches nationwide. The Jacksonville branch sponsors an education fund for its student members. The club has hosted a golf tournament for the Children's Miracle Network, collected clothing donations for Palestinian relief and hosted a fashion show to benefit battered women.



Salaam Club

Tom Corey
8101 Beach Boulevard
Jacksonville, FL 32216
Telephone: (904) 737-3632
E-mail: tomforcorey@aol.com

Description:

The Salaam Club, founded in 1912, is a non-profit, non-sectarian, non-political, social organization primarily composed of Arabic-speaking members. Their mission is to enhance Arabic cultural status in the community through charity work, picnics and other events. They also have a scholarship fund for Arabic-American students seeking higher education who need financial assistance. All Salaam Club activities are open to the public.



Your Syrian Friends, Inc.

Ms. Mutia Jalouk
9604 Beauclerc Bluff Road
Jacksonville, FL 32257
Telephone: (904) 399-6371

Description:

Your Syrian Friends, Inc. was founded in 1998 specifically to participate in the annual World of Nations celebration. Club members are proud to represent their homeland and are motivated to educate the citizens of Jacksonville. Its purpose is to make Syrian children aware of world geographic and cultural diversity while keeping these children active in Syrian culture. At the 2001 World of Nations, six girls dressed in ethnic Syrian costumes and performed a traditional dance. The current membership of Your Syrian Friends, Inc. includes fifteen families who are very interested in broadening their participation in other local cultural functions.

CULTURAL GROUPS

Americas & The Caribbean

Association de Dominicanos in Jacksonville

Mr. Felix Liriano, President
5432 Playa Way
Jacksonville, FL. 32211

Octavio Tolentino, Secretary
3558 Pond Ridge Court W.
Jacksonville, FL 32223
Telephone: (904) 641-7933 ext. 7342
E-mail: octavio.tolentino@prudential.com

Description:

The mission of Association de Dominicanos is to increase cultural awareness in Jacksonville. From the cultural aspect, the club holds exhibits of native arts and crafts and sponsors bands that play music from the Dominican Republic. With regard to the social dimension, the club helps Dominican immigrants start their lives in Jacksonville. The club hosts dances for the club members to enjoy their heritage with one another and participates in the World of Nations celebration. Several members, who are Dominican doctors, promote their heritage as well as their profession at local malls.



Caribbean Friends, Inc.

Riveau Michel
2676 Canyon Falls Drive
Jacksonville, FL 32224
Telephone: Home: (904) 223-3874
Work: (904) 992-6135
Fax: (904) 992-4321
E-mail: uaevir2676@aol.com

Description:

Caribbean Friends, Inc. is a non-profit organization made up of Haitian Americans. The organization works with Caribbean people and teaches them about their diversity. The group also conducts quarterly meetings to discuss activities and other events that encourage community togetherness. The organization prepares translations in French and Creole. This club participates in the annual World of Nations celebration and the Caribbean Festival in Jacksonville Beach.

Cuban American Club

Marcos Colina, President
11407 Scott Mill Road
Jacksonville, FL 32223
Telephone: (904) 886-0774
Fax: (904) 880-8513
E-mail: mac1jax@aol.com

Description:

The Cuban American Club is multi-cultural and open to new members of all nationalities. The club participates in the annual World of Nations celebration and other activities. It is primarily a social cultural club.



The Indigenous People of the Turtle Continent

David Narcomey, Chair
184 Aldersgate Street
Green Cove Springs, FL 32043
Telephone: (904) 291-1991
Fax: (904) 291-5810
E-mail: Dnarcomey@aol.com

Description:

The Indigenous People of the Turtle Continent is a non-profit organization whose mission is to provide social, economic and emotional support to local American Indians and to educate the community on issues concerning American Indians. The organization works with the Human Rights Office of the Mayor to conduct a workshop aimed at eliminating cultural illiteracy. The seminars focus on educating non-indigenous people about indigenous culture. The organization also works with the Florida Indian Alliance to coordinate nationwide tribal conferences and provide lecturers, consultants and adjunct-professors across the Turtle Continent.

CULTURAL GROUPS

JSCA Bahia Blanca Committee

Diane Trifilleti, Co-Chair
1104 Secret Oaks Place
Jacksonville, FL 32259
Telephone: (904) 287-0405
E-mail: jaxdiane@yahoo.com

JohnTrifilleti, Co-Chair
1104 Secret Oaks Place
Jacksonville, FL 32259
Telephone: (904) 287-0405
E-mail: jtrifile@fccj.edu

Description:

The JSCA Bahia Blanca Committee supports educational, professional, cultural, official and economic exchanges between the citizens of Jacksonville and the citizens of our Sister City Bahia Blanca, Argentina.



Haitian-American Association for Advancement (HAAFA)

Dr. Edner Mosanto, President
P.O. Box 17792
Jacksonville, FL 32245
Telephone: (904) 1-877-854-2372
E-mail: haafa@onebox.com

Description:

The mission of HAAFA is to foster growth and development of former Haitians in the Jacksonville community through civic, cultural and social programs and activities designed to promote understanding, appreciation and positive public opinion of Haitians and Haitian-American culture. The organization participates in the annual World of Nations celebration and serves as a resource and advocate for the Haitian-American community in Northeast Florida. The group participates in charity work for Haitians by providing "suppers" for those in need and sponsoring students living in Haiti.

Peruvian American Association

Cecilia Illich, President
8333 Gemini Road
Jacksonville, FL 32216
Telephone: Home: (904) 725-4665
Work: (904) 356-9333
Other: (904) 721-7221
Fax: (904) 354-3734

Description:

The mission of the Peruvian American Association is to teach others about Peruvian culture and traditions. Through the Catholic Church, it participates in the Senor de Los Milagros religious festival in October and also participates in charity work such as sending aid to victims of the Peruvian earthquake that occurred in June of 2001.



Ximalli Aztec Dancers of Mexico City

Ms. Brisa Salinas
3905 Eve Drive East
Jacksonville, FL 32246
Telephone: (904) 997-9742
E-mail: www.tlokenahuake.homestead.com

Description:

This traditional ethnic dance group consists of five to twelve members who perform traditional Aztec-style dance. The Salinas family was chosen by their community in Mexico City to reside in Jacksonville and perform, sometimes with other Mexican families, in various locations throughout the United States and Canada. The rhythm of the dance is fast, the costumes are colorful and each performance includes an explanation of the traditional dress, music and instruments used.

CULTURAL GROUPS

Europe & The New Independent States

Alliance Francaise de Jacksonville, Inc.

Robert V. Duss, President
1050 Riverside Avenue
Jacksonville, FL 32204
Telephone: (904) 354-9000
Fax: (904) 354-8860
E-mail: ALLfranjax@aol.com

Description:

The Jacksonville chapter, founded in 1961, is a member of the national federation of Alliances. The purpose of Alliance Francaise de Jacksonville is to increase understanding of the French language, literature, history and culture among people in the Jacksonville area and to encourage cultural exchange, mutual understanding and friendship.



American Hellenic Educational Progressive Association (AHEPA)

David White, President
St. John the Divine Greek Orthodox Church
3850 Atlantic Blvd.
Jacksonville, FL 32207
Telephone: (904) 396-8383
Fax: (904) 399-1547

Description:

Greek men started AHEPA more than 100 years ago. Today, the club focuses on promoting Hellenism by issuing scholarships and participating in other community projects.



German American Club of Jacksonville

Bob Davidson, President
4165 Lakeside Drive
Jacksonville, Florida 32210
Telephone: (904) 389-2284
E-mail: President@gacjax.com

Description:

This club is designed to be sociable, benevolent and educational. The members pledge themselves to good fellowship, citizenship, mutual understanding, the furtherance of German heritage and to be charitable to those who are less fortunate.

Italian American Club of Jacksonville, Inc

John Buffa Koch, President
2838 Westberry Road
Jacksonville, FL 32241
Telephone: (904) 268-2882
E-mail: pattyk17@msn.com

Description:

The Italian American Club is a social ethnic club. Persons of Italian heritage or anyone interested in Italian culture are invited to become a member. The club meets on the second Wednesday of each month. Prior to the meeting, a small meal is offered for a nominal cost. After the general meeting, the social hour begins. Many activities are offered throughout the year.



Jacksonville Scottish Highland Games

Bruce Girvin, President
P.O. Box 16253
Jacksonville, FL 32245
Telephone: (904) 724-1418

Ms. Cheryl McDavitt, Treasurer
2432 Sandy Run Drive
Middleburg, FL 32068
Telephone: (904) 363-6600
Fax: (904) 724-3331
Web: www.Jaxscot.org

Description:

The purpose of the Jacksonville Scottish Highland Games is to foster Scottish cultural heritage through highland games and exhibitions. Membership is open to anyone interested in Scottish cultural heritage. The Jacksonville Scottish Highland Games take place annually on the last Saturday in February.

CULTURAL GROUPS

JSCA Murmansk Committee

Julie Buckingham, Chair
3019 Grand Avenue
Jacksonville, FL 32210
Telephone: (904) 389-7196
Fax: (904) 388-3078
E-mail: wwjcbuck@mediaone.net
<http://www.tdg.com/jsca>

Description:

The Murmansk Committee supports medical, dental, cultural and educational exchanges between the citizens of Jacksonville and the citizens of Murmansk, Russia. The committee meets the third Tuesday of every month at 5:30 p.m. at the Olive Garden at Regency.



JSCA Nantes Committee

Cliff Newton, Chair
8273 Oregon Street
Jacksonville, FL 32220
Telephone: (904) 783-0052
Fax: (904) 783-8727
E-mail: newtonc@bellsouth.net

Description:

The JSCA Nantes Committee supports student and cultural exchanges and community events to promote awareness of Nantes, France and French culture. The committee hosts the annual Bastille Day celebration as well as a French Connection night at the Cummer Museum of Art and Gardens.



Le Baillage du Floride de l'Ordre des Chevaliers Brevins

(The Florida Chapter of the Order of the Knights of Wines of Brittany)
Doug Coleman, Bailli
3885 St. Johns Avenue
Jacksonville, FL 32210
Telephone: Home: (904) 389-0193
Work: (904) 388-7669
Fax: (904) 854-8040
E-mail: doug@skitour.com

Description:

Le Baillage du Floride de l'Ordre des Chevaliers Brevins honors the wines, cuisine, culture, history and traditions of Brittany, a major region of France. The organization is headquartered in Chateau de Goulaine, near Jacksonville's Sister City, Nantes, France.

Polish American Cultural Society of Northeast Florida, Inc. (PAC)

Pete Petzel, President
5850 Collins Road
Jacksonville, FL 32244
Telephone: (904) 264-9553

Description:

PAC's mission is to promote and preserve traditions of Polish immigrants and encourage their children to be proud of their heritage. The Polish culture is a thousand years in the making and has deep traditions in music and other customs. This cultural society participates in charitable and social events. They often have booths at local festivals including the World of Nations celebration. The Polish American Society would like to set up a scholarship fund for its student members.



Scandinavian-American Society of the South (SASS)

Leonard (Lee) Erickson, President
14558 Lagoon Drive
Jacksonville, FL 32250-2322
Telephone: (904) 233-3547
Fax: (904) 696-0019
E-mail: leejax@webtv.com

Description:

SASS is a non-profit educational/social organization made up of families and individuals of Scandinavian origin and descent. Our mission is to keep alive the Scandinavian culture. Many of the meetings have about six or seven times a year, being held currently at the University Building at the University of North Florida. The membership includes representatives of Scandinavian-based business firms and small business owners. Scandinavians are involved in the local shipping industry and Scandinavian students are attending area schools.

CULTURAL GROUPS

Sons of Norway

Dick Larrison, President
12974 Bearpaw Place
Jacksonville, FL 32246
Telephone: (904) 221-6264
E-mail: egd_yerkes@juno.com
Web: www.sofn.com

Description:

The mission of Sons of Norway is to promote, preserve, and cherish a lasting appreciation of the heritage and culture of Norway and other Nordic countries while growing soundly as a fraternal benefit society and offering maximum benefits to its members. Locally, the Sons of Norway contributes to charities, teaches the Norwegian heritage in public schools, takes part in parades and participates in the adopt-a-road program. The club welcomes new members of other Scandinavian nationalities. It meets at Shepherd of the Woods Lutheran Church located at 7860 Southside Boulevard on the second Friday of every month at 6:30 p.m.



St. Andrews Society of Jacksonville

Ann Reilly
924 5th Street
Neptune Beach, FL 32266
Telephone: (904) 241-5565
Fax: (904) 394-5367
E-mail: bheart@mediaone.net

Description:

The St. Andrews Society of Jacksonville provides charitable and educational assistance to Scots and their lineal descendants. The association also studies and perpetuates Scottish traditions and culture, including history, heraldry, pageantry, music, literature, language and crafts.

EDUCATIONAL INSTITUTES

International Programs at Northeast Florida Colleges and Universities

John G. Howell
Vice President for Institutional Advancement
Edward Waters College
1658 Kings Road
Jacksonville, FL 32209
Telephone: (904) 470-8250
Fax: (904) 470-8041
E-mail: jghowell@ewc.edu



Christine Flagler
Senior Assistant Director of Admissions
Flagler College
P.O. Box 1027
St. Augustine, FL 32085
Telephone: (904) 829-6481
E-mail: admis@flagler.edu



Steve Jones
Director of Admissions
Florida Coastal School of Law
7555 Beach Blvd.
Jacksonville, FL 32216
Telephone: (904) 680-7711
Fax: (904) 680-7777
E-mail: sjones@fcsf.edu



Luis Montalvo
Coordinator, CASS
Florida Community College at Jacksonville
101 W. State Street, Suite A 1093
Jacksonville, FL 32202
Telephone: (904) 633-8228
Fax: (904) 633-5893
E-mail: lmontalv@fccj.edu



Kevin Cotton
Associate Director of Admissions
Florida Community College at Jacksonville
101 W. State Street
Jacksonville, FL 32202
Telephone: (904) 633-8413
Fax: (904) 632-5105
E-mail: kcotton@fccj.edu



Sandra Willis
Dean, Student Success
Florida Community College at Jacksonville
501 W. State Street
Jacksonville, FL 32202
Telephone: (904) 633-8250
Fax: (904) 632-8427
E-mail: swillis@fccj.edu
Troy Peden

Director of Study Abroad
Jacksonville University
2800 University Blvd., North
Jacksonville, FL 32211
Telephone: (904) 256-7295
E-mail: abroad@ju.edu



David Eberhardt
Assistant Dean of Students for Community
Development
Jacksonville University
2800 University Blvd., North
Jacksonville, FL 32211
Telephone: (904) 256-7070
Fax: (904) 256-7066
E-mail: deberha@ju.edu



LeAnne Osborne
Director of Admissions
Jones College
5353 Arlington Expressway
Jacksonville, FL 32211
Telephone: (904) 743-1122
Fax: (904) 743-4446
E-mail: losbourne@jones.edu



Penny Thompson
Vice President, Public Affairs
Shands Jacksonville
655 E. 8th Street
Jacksonville, FL 32209
Telephone: (904) 549-3007
Fax: (904) 549-4027
E-mail: penny.thompson@umc.ufl.edu



Timothy Robinson, Director
Office of International Programs
University of North Florida
4567 St. Johns Bluff Road, South
Jacksonville, FL 32224-2665
Telephone: (904) 620-2657
Fax: (904) 928-3925
E-mail: trobinso@unf.edu



Mauricio Gonzalez
Vice President for Student and International
Affairs
University of North Florida
4567 St. Johns Bluff Road, South
Jacksonville, FL 32224-2659
Telephone: (904) 620-2600
Fax: (904) 620-2644
E-mail: mgonzale@unf.edu

INTERNATIONAL GOVERNMENT CONTACTS

CITY

Jacksonville Economic Development Commission
Nancy J. Olson
Senior Manager, Sister Cities & International Protocol
220 East Bay Street, Suite 1316
Jacksonville, FL 32202
Telephone: (904) 630-1059
Fax: (904) 630-1937
Web site: www.coj.net
E-mail: nolson@coj.net

STATE

Department of Agriculture

State of Florida
1140 South Edgewood Ave.
Jacksonville, FL 32205
Telephone: (904) 381-6022

Office of the Governor - OTTED

The Capitol, Suite 1902
Tallahassee FL 32399-0250
Telephone: (850) 414-1727
Fax: (850) 414-1734

Florida Department of State

Glenda Hood
Secretary of State
Florida Department of State
R.A. Gray Building
500 South Bronough Street
Tallahassee, FL 32399
Telephone: (850) 245-6500

Enterprise Florida

Manuel A. Mencia
Senior Vice President International Trade
Suite 700, Ponce de Leon Blvd.
Coral Gables, FL. 33134
Telephone: (305) 569-2650
Fax: (305) 870-5018

FEDERAL

Food and Drug Administration

400 West Bay St., Room 251
Jacksonville, FL 32202
Telephone: (904) 232-3161

United States Commercial Service

Jorge Antonio Arce
Director
U.S. Department of Commerce
3 Independent Drive
Jacksonville, FL 32202-5004
Telephone: (904) 232-1270
Fax: (904) 232-1271

United States Customs and Border Protection

United States Homeland Security

Richard Quinn
Area Port Director
2831 Talleyrand Ave.
Jacksonville, FL 32206
Telephone: (904) 360-5020
Fax: (904) 360-5026

U.S. and Foreign Commercial Service

U.S. Department of Commerce

Michael E. Higgins
Trade Specialist
107 W. Gaines St., #366
Tallahassee, FL 32399-2000

United States Small Business Administration

Jacksonville District Office
Wilfredo J. Gonzalez
District Director
7825 Baymeadows Way, #100B
Jacksonville, FL 32256
Telephone: (904) 443-1900
Fax: (904) 443-1980

INTERNATIONAL ORGANIZATIONS

Enterprise Florida Inc.

Contact:

Bill Cronin
Senior Manager of Field Operations
Enterprise Florida Inc.
3 Independent Drive
Jacksonville, FL 32202
Telephone: (904) 359-6600
Fax: (904) 356-6602
E-mail: wcronin@eflorida.com

Description of Organization:

A not-for-profit government-business joint venture established to guide the development of Florida's economy.

Mission:

To create jobs through the support and promotion of increased exports of Florida manufactured products and services by: expanding the base of Florida manufacturers and service producers involved in direct export sales through foreign distribution networks; supporting the efforts of Florida manufacturing firms to enlarge their export potential through export intermediaries; and developing export promotion synergy throughout Florida keyed to complementary partnerships with the statewide network of economic development organizations and export finance agencies.

Major Projects:

- Counsel export-capable and export-oriented manufacturers
- Organize and recruit for market site trade events
- Provide manufacturer/exporter matchmaking services
- Conduct research to assess foreign receptivity to Florida products and services
- Assist city, county, seaports and chambers with international issues and activities

First Coast African American Chamber of Commerce (FCAACC)

Contact:

Deborah Thompson, Vice-President
FCAACC
1817-A North Myrtle Avenue
Jacksonville, FL 32209
Telephone: (904) 358-9090
Fax: (904) 358-8729

Description of Organization:

FCAACC was created in 1966 to address the economic disparity that exists within the African American business community.

Mission:

To create and promote programs and services which stimulate economic growth and development within the African American Business Community in Jacksonville and the First Coast Region.

Number of Members:

Approximately 192

Major Projects:

- Awareness and education
- Develop key partnerships
- Host seminars and workshops
- Host legislative reception
- Host various networking opportunities
- Increase membership
- Inform membership of economic opportunities
- Provide technical assistance/counseling

INTERNATIONAL ORGANIZATIONS

First Coast Manufacturers Association (FCMA)

Contact:

L.A. "Lad" Daniels, Jr., President
4215 Southpoint Blvd., Suite 140
Jacksonville, FL 32216-6191
Phone: (904) 296-9664
Fax: (904) 296-9644
E-mail: information@fcmaweb.com

Description of Organization:

FCMA was created in 1989 to promote community awareness of manufacturing's role in our economy and to create a pro-manufacturing attitude in the First Coast community. The three main areas of focus are environmental protection, workforce education and economic well-being.

Mission:

To provide an organization through which manufacturing and industrial-related firms in the First Coast area interact with local government entities, the business community and the public-at-large.

Number of Members:

250 firms

Major Projects/Achievements:

- Led drive to have city refund \$9 million of JEA charges to users
- Led drive to eliminate 7% state sales tax on utilities
- Conduct annual economic impact studies on the manufacturing industry and associated annual wages
- Publish bimonthly newsletter and membership directory
- Hold monthly general membership meetings

Jacksonville Economic Development Commission International Development Commission (IDC)

Contact:

Nancy J. Olson, Senior Manager, Sister Cities & International Development
Jacksonville Economic Development Commission International Development Commission
220 East Bay St., Suite 1400
Jacksonville, FL 32202
Phone: (904) 630-1059
Fax: (904) 630-1937
www.coj.net/jedc/international

Description of Organization:

As division of the Jacksonville Economic Development Commission, the IDC was created in 1989 by the Jacksonville City Council and endorsed by the Mayor to market the City of Jacksonville as an international business community.

Mission:

To establish the Northeast Florida region as an international center for trade, manufacturing, transportation and distribution; to facilitate international relations; to communicate with local officials; to foster the international presence in the community; to establish priorities in international development for the City of Jacksonville; and to be a resource and clearinghouse of information for all international activities in the Northeast Florida area.

Number of Members:

13 commissioners

Major Projects:

The JEDC has worked with international companies such as Northrop Grumman, Bombardier Capital, Enkei, Chase Manhattan Mortgage Co., Swisher International, CSX Transportation, Armor Holdings, Norton Lilly, Household Corporation, Coach, Adam's Mark Hotels, Landstar and Hilton Hotels.

Other Projects Include:

- Participation in business trade missions
- Reception for international students of area colleges and universities
- Reception for ambassadors in Florida House of Republicans in Washington D.C.
- Participation in annual International Day in Tallahassee
- Production of international marketing materials in Spanish, Portuguese, French, Chinese, Japanese and German

INTERNATIONAL ORGANIZATIONS

First Coast Hispanic Chamber of Commerce (FCHCC)

Contact:

Clark Vargas, President
P.O. Box 16751
Jacksonville, FL 32211-8906
Telephone: (904) 731-3173
Fax: (904) 732-9333
E-mail: VARGAS2000@aol.com
www.habanf.com

Description of Organization:

HABA focuses its attention on the Hispanic business community in North Florida and South Georgia. The association promotes Hispanic businesses, encourages and promotes sound and ethical business practices and maintains Hispanic heritage within the community.

Mission:

To join together with our Hispanic Americans as one in the business community; to promote unity and comradeship; and to organize efforts of all Hispanics to attain political recognition.

Number of Members:

75

Major Projects:

- Mayor's Olympic Development Committee
- Allen D. Nease High School Latin American Studies
- Chamber liaison with Spanish-speaking dignitaries
- Florida's First Coast Hispanic Cultural Development Scholarship Fund
- Hispanic Leadership Students for Martin Luther King's Breakfast
- World of Nations booth and voters registration
- HABA scholarship
- Veterans' Day Parade and the presentation of a HABA queen
- Caribbean Carnival Festival

International Visitors Corps of Jacksonville, Inc.

Contact:

Sondie Frus, Director
IVCJ
4077 Woodcock Drive, Building 2500
Suite 100
Jacksonville, FL 32207
Telephone: (904) 346-3941
Fax: (904) 346-3942
E-mail: ivcj@ivcjax.org
www.ivcjax.org

Description of Organization:

The IRCJ is a private, non-for-profit organization that is a member of the National Council for International Visitors (NCIV), an organization that strives to broaden international and intercultural understanding.

Mission:

The IRCJ is dedicated to promoting the exchange of ideas, culture, business and understanding among nations through contacts with short-term international visitors while providing quality international services within the local community.

Number of Members:

90

Major Projects:

- Hosted 61 international visitors from 18 different countries including South Africa, Mexico, Brazil, Korea and Hungary and facilitated 130 local businesses in meetings with international visitors.
- More than 136 volunteers programmed, escorted or provided home hospitality for international visitors.
- Hosted the International Visitors' Month in November with a reception including five Tanzanian visitors.

INTERNATIONAL ORGANIZATIONS

Jacksonville & the Beaches, Florida Convention & Visitors Bureau

Contact:

Jacksonville & the Beaches Convention
and Visitors Bureau
550 Water St., Suite 1000
Jacksonville, FL 32202
Phone: 1-800-733-2668
or (904) 798-9111
Fax: (904) 798-9103
E-mail: jaxcvbadmin@jaxcvb.com
www.jaxcvb.com

Description of Organization:

The Jacksonville & the Beaches Convention and Visitors Bureau (CVB) is a full-time sales, marketing and promotional agency charged with selling the greater Jacksonville area as a convention and leisure travel destination locally, regionally, nationally and internationally. The CVB acts as an information clearinghouse, convention management consultant and destination promotional agency. A staff of 18 full-time and two part-time employees make up the various departments of the CVB, including convention sales and services, tourism sales, multi-cultural sales, membership, communications and administration. The CVB is governed by a volunteer board of 11 individuals representing various hospitality segments and community stakeholders.

Mission:

The CVB is an independent Florida not-for-profit corporation contracted by the Duval County Tourist Development Council to provide services for the purpose of promoting and expanding convention activities and marketing tourism-oriented facilities and attractions.

Number of Members:

253 members representing various sectors of the hospitality industry including hotels, restaurants, attractions, transportation companies, caterers, audio/visual firms and many more.

Jacksonville Chamber of Commerce/International Department

Contact:

John Freeman
Jacksonville Chamber of Commerce
International Department
3 Independent Drive
Jacksonville, FL 32202
Telephone: (904) 366-6682
Fax: (904) 353-6343
E-mail: jemslie-korn@jacksonvillechamber.org

Description of Organization:

The Jacksonville Chamber of Commerce is volunteer-driven and is primarily financed by the investment of its members. Its goal is to be an organization of influence that leads the people of the First Coast to a higher standard of living and a better quality of life through the economic success of its members.

Mission:

The mission of the Jacksonville Chamber of Commerce is to provide leadership to create a business environment so strong and positive that it enables existing businesses to flourish while attracting new businesses.

Number of Members:

Approximately 4,000

International Department Major Projects:

The International Department's mission is to:

- Promote Jacksonville as an international city, assist local businesses in international trade by increasing sales from foreign markets and creating new jobs.
- Lead three to five trade trips annually to targeted international markets.
- Oversee an active International Task Force to form strategies for the successful marketing of Jacksonville as an international business arena.
- Support programs for international business recruitment and reverse international investment.
- Oversee the World Trade Center Jacksonville (WTCJ) which is a member of the World Trade Centers Association headquartered in New York. The WTCJ is a regional export assistance center offering a one-stop trade promotion and information clearinghouse.
- Oversee the Central European Program that is structured to provide business training and development opportunities for Czech, Slovak and Hungarian business and professional leaders.

INTERNATIONAL ORGANIZATIONS

Jacksonville Sister Cities Association (JSCA)

Contact:

Nancy Olson
Jacksonville Sister Cities Association
220 East Bay Street, Suite 1316
Jacksonville, FL 32202
Telephone: (904) 630-2368
Fax: (904) 630-1937
E-mail: nolson@coj.net
www.jsca.org

Description of Organization:

JSCA is a not-for-profit organization founded in 1956 by President Dwight D. Eisenhower to increase city-to-city affiliations and promote international understanding through people-to-people exchanges. As an advisor to the Jacksonville Economic Development Commission (JEDC), JSCA receives administrative support from the JEDC. Jacksonville has six sister cities: Bahia Blanca, Argentina (1967); Murmansk, Russia (1975); Masan, Korea (1983); Nantes, France (1984); Yingkou, China (1990); and Port Elizabeth, South Africa (2000).

Mission:

The majority of exchanges between Jacksonville and its Sister Cities have been cultural and educational in nature, bringing diversity and international goodwill to our community. A recent emphasis has been placed on economic development through business and trade exchanges in hopes of stimulating international trade for Jacksonville.

Number of Members:

25 board members, 173 members

Major Projects:

- Bahia Blanca, Argentina
Annual student exchange program
- Murmansk, Russia
Medical and dental exchanges
- Masan, Korea
Continued annual student exchanges
- Nantes, France
Continued student exchange program
- Yingkou, China
Continued cultural and educational exchanges
- Port Elizabeth, South Africa
Twinning ceremony held via satellite on January 20, 2000

Jacksonville University Center for American Free Enterprise

Contact:

The Center for American Free Enterprise
Jacksonville University
Davis College of Business
2800 University Blvd. North
Jacksonville, FL 32211
Telephone: (904) 256-7456

Description of Organization:

The founding vision of the Center for American Free Enterprise is to serve as a major center of intellectual leadership, attracting eminent scholars, nationally renowned business leaders and local leaders in business and education who wish to improve their understanding of the principles of free enterprise through the study and application of successful examples of practical commerce within the American free enterprise system.

Mission:

The goals are two-fold; primarily, the organization serves to influence the public policy process of Florida and the nation, and secondly to educate American and world leaders about the economic and moral superiority of capitalism.

Major Projects:

In addition to its other offerings, the Jacksonville University Center for American Free Enterprise offers two conferences on commerce and international trade, specifically concentrating on the Latin America region.

INTERNATIONAL ORGANIZATIONS

The Jacksonville Port Authority (JAXPORT)

Contact:

Rick Ferrin, Executive Director
Jacksonville Port Authority
P.O. Box 3005
Jacksonville, FL 32206
Telephone: (904) 630-3085
Fax: (904) 630-3099
E-mail: info@jaxport.com

Description of Organization:

JAXPORT is an independent public agency created by state charter in 1963. It is governed by a seven-member board with three gubernatorial and four mayoral appointees. Management falls under the direction of an executive director.

Mission:

To develop and promote a major regional transportation and distribution network that creates private sector jobs and economic growth for the community.

Number of Members:

Seven appointed board members

Major Projects:

- Three marine terminals: Blount Island, Talleyrand and the Dames Point Marine Terminal
- For Super Bowl XXXIX in February 2005, cruise ships will dock at JAXPORT facilities
- Worldwide marketing and sales program
- Monthly board meeting

University of North Florida, Office of International Programs

Contact:

Timothy Robinson, Ph.D., Director
University of North Florida
4567 St. Johns Bluff Road South
Jacksonville, FL 32224
Phone: (904) 646-2657
Fax: (904) 928-3925
E-mail: trobnso@unf.edu

Description of Organization:

The Office of International Programs (OIP) at the University of North Florida is designed to serve the university community in the promotion and implementation of international education initiatives. The director of the office provides counsel to the academy for international programs and activities.

Mission:

The mission of OIP is to increase students' understanding and appreciation of societies and cultures beyond the borders of our country and to provide centralized services for relationships with foreign universities, international exchanges, international training projects, study abroad opportunities and visits by international scholars and dignitaries.

Number of Members:

University community of approximately 11,000 students, 400 faculty, 1,800 staff and 500 international students from more than 100 countries.

Major Projects:

- Strengthening the international dimension of the university through partnerships, affiliations and linkages with foreign universities
- Strengthening the international understanding of the student body by providing opportunities for study abroad through study tours, seminar abroad opportunities, student exchange programs and internships
- Strengthening international dimension of faculty expertise by arranging opportunities for faculty to teach and conduct research abroad through exchange programs, sabbatical study, study abroad programs, degree programs abroad, grants and contracts
- Strengthening the internationalization of the university curriculum by developing programs that provide interaction with scholars, business leaders and government officials from abroad
- Strengthening the international services of the university by offering English as a Second Language (ESL) and English for Speakers of Other Languages (ESOL) programs

University of North Florida Small Business Development Center (SBDC)

Contact:

Cathy Hagan, Senior Business Analyst
UNF Small Business Development Center
12000 Alumni Drive
Jacksonville, FL 32224
Telephone: (904) 620-2476
Fax: (904) 620-2567
E-mail: chagan@unf.edu
Internet
<http://www.sbdc.unf.edu>

Description of Organization:

The UNF Small Business Development Center (SBDC) provides management assistance to small businesses. The organization is funded by the Small Business Administration and the state university system. The UNF SBDC has provided

INTERNATIONAL ORGANIZATIONS

assistance in Duval County for more than 20 years and serves 16 other counties in North Florida. The center is part of the Florida SBDC network, which is an active participant in the national association of SBDC's (NASBDC).

Mission:

The mission of the UNF SBDC is to be the first choice for business assistance for small businesses. The results of this assistance are measured in terms of economic impact, including the number of jobs created and financing obtained by the center's clients.

Major Projects:

- The SBDC offers group workshops at a nominal fee. In the area of international trade, workshops focus primarily on the basics of exporting. These workshops provide businesses with the information they need to get started in the international trade arena. The SBDC often partners with other organizations in the Jacksonville community to provide quality content and to introduce workshop participants to other resources available to them.
- A "Passport to International Trade" kit was developed to serve as a reference source for small businesses interested in international trade. The kit focuses not only on the steps necessary to succeed in the international marketplace but also provides points of contact and resources available in the Jacksonville community. This kit is available as part of the SBDC "Basics to Exporting" workshop or for purchase at a nominal fee. Other organizations interested in providing this kit to businesses should contact Cathy Hagan at 646-2476.
- One-on-one counseling is available to business owners at no charge to address specific needs of their businesses. The center has access to a wide variety of information resources that can be used to find valuable market research information. These sessions can also be used to assist in the development of an international marketing and business plan.

World Affairs Council of Jacksonville

Contact:

Amb. Marilyn McAfee, President
World Affairs Council of Jacksonville
3948 Third Street South, No. 380
Jacksonville Beach, FL 32250
Telephone: (904) 280-8162
E-mail: wacjax@bellsouth.net

Description of Organization:

A non-profit, non-partisan public affairs organization that presents prominent speakers with the background and expertise to discuss world and national issues. The organization is

affiliated with the World Affairs Councils of America.

Mission:

To provide the membership with knowledgeable speakers on topical issues, fostering dialogue on the broadest range of issues while promoting no policy position or national agenda.

Number of Members:

Approximately 570

World Trade Center Jacksonville

Contact:

John Freeman
Trade Development Manager
3 Independent Drive
Jacksonville, FL 32202
Telephone: (904) 366-6682
Fax: (904) 353-6343

Description of Organization:

The World Trade Center Jacksonville (WTCJ) is a member of the World Trade Centers Association (WTCA) headquartered in New York. It is a regional export assistance center, offering a one-stop trade promotion and information learninghouse.

Mission:

The WTCJ serves the international business needs of companies in North Florida, as well as the World Trade Centers Association members around the globe. Member companies can utilize valuable resources, explore trade opportunities and join a network of contacts from affiliated World Trade Centers and commercial services worldwide. World Trade Center services are reciprocal, therefore, membership with the WTCJ entitles members access to the services and benefits provided by all sister World Trade Centers.

Number of Members:

Approximately 50 members

Major Services:

- Export consultation
- Trade information, market research & analysis
- Worldwide trade leads
- Global family of traders
- Commercial trade contacts & match making connections
- Organize trade missions and trade shows
- WTCA online service
- Virtual trade fair
- International accommodation discounts
- Reciprocal privileges to more than 300 WTCs

PROTOCOL

WHAT IS PROTOCOL?

Is it good manners?
Is it a ranking system?
Is it diplomatic ceremony?
Is it being tactful?

Is it courtesy?
Is it using common sense?
Is it being polite?
Is it making others feel comfortable?

Protocol is all of the above. John Quincy Adams stated that "common sense and consideration" should be the basis of protocol and good manners.

Protocol is defined as the set of rules prescribing good manners in official life and in ceremonies involving governments, nations and their representatives.

Protocol is the recognized system of international courtesy.

The term "protocol" is derived from the Greek word protokollen. Protos means "the first" and kolla means "glue." This refers to a sheet of paper glued to the front of a notarial document giving it authenticity.

For years the word "protocol" was used to refer to official correspondence between governments. Today, however, it has taken on a much broader meaning.

American diplomats of the eighteenth century were familiar with European diplomatic ceremony, but many were opposed to it in favor of a plain, honest approach without ceremony or special dress.

By the time the United States entered world diplomacy, the Congress of Vienna, held in 1815, had settled the problem of ambassadorial precedence. Until this time, ambassadors were ranked according to the "power" of the nation they represented. The Congress of Vienna decided that ambassadors would rank according to the time they presented their credentials in a country without regard to the size or power of the country represented.

When Benjamin Franklin was presented to the Court of Louis XVI, he scorned formal dress and did not wear the wig and sword required by protocol. In spite of this, the French King received him very graciously, apparently not offended by Franklin's lack of ceremonial dress.

Good manners make it possible for people to live in densely populated places without friction. Courtesy, consideration and sensitivity enhance our quality of life. Far from being artificial, good manners are the natural attributes of a civilized person.

Protocol is the gateway to accomplishing positive, constructive contacts.

PROTOCOL

ORDER OF PRECEDENCE

One of the cardinal rules in protocol is the observance of the order of precedence. This is observed at all functions where officials of government or their representatives are present.

The same is true in seating officers and guests of a public or private organization at banquets and formal functions.

Failure to recognize the proper rank and precedence of a guest is equivalent to an insult to his position and the country he represents. The history of diplomacy is interspersed with incidents of strained relations. Open hostility has sometimes arisen because of the failure to provide proper recognition to the rank or order of precedence to an official of government.

At private parties given by Americans, foreign ambassadors have been known to threaten to leave after discovering they were seated below their rank according to protocol. They stayed only after the host or hostess to whom they complained changed their seating to the proper ranking position.

While the White House and the Department of State follows precedence almost to the letter, adherence is not quite as rigid at private gatherings. Even at official government functions that foreign and American officials and private citizens attend, private citizens should be seated in appropriate places to afford interesting and profitable association for all concerned. Top corporation officials and men and women of achievement must be recognized despite their non-governmental ranks.

The practice of precedence in official life is conducive to smooth relations because it provides simple answers to what might otherwise be difficult questions of rank and formality.

At the Congress of Vienna in 1815, the nations laid down the rules of precedence based on diplomatic titles. Envoys of equal title were ranked according to the date and hour they presented their letters of credentials rather than the size or influence of the nation the envoy represented.

This procedure is still practiced today. For example, an ambassador accredited in March outranks an ambassador accredited in April of the same year, although the latter may represent larger, more influential nations.

Members of congress also rank according to length of continuous service. If several members took office on the same day, they are ranked according to the order in which the states they represent were admitted to the Union, or they are ranked alphabetically by state. Consideration is also given to ranking committee chairmen.

Governors of states, when not in their own state, rank according to the state's date of admission to the Union or alphabetically by state at the option of the person or group planning the functions.

There is a precedence list, which is used by the White House and the Department of State for official functions. It is not intended to regulate relations among Americans at private social gatherings, but to facilitate relations among governments in accordance with the customs and usage of diplomacy in matters of protocol. The lengthy list can be found on pages six to eleven in the red PROTOCOL book (considered the "Bible" for federal government functions.)

STATE AND LOCAL GOVERNMENTS

While there is no fixed order of precedence for state and local government officials, a seating arrangement should consider the purpose of the function, the level of all official guests and any political significance of the guests attending.

A mayor of a large city might be placed after a United States senator or House of Representatives member depending on circumstances.

Lieutenant governors in their own states might equate to a deputy (or under) secretary of an executive department.

If state senators are in their own states, they rank in the area of general counsels of the military departments or possibly higher depending on the occasion and other factors.

PROTOCOL

ORDER OF PRECEDENCE STATE OF FLORIDA

No treaty determines rules of precedence for local levels, but certain customs apply. For example, within the state, no one outranks the Governor, except the President and Vice President of the United States. The Governor is considered "the ranking official" in Florida. In Washington, DC, the Governor is ranked below a number of other officials.

Governor

Lieutenant Governor

United State Senators

Members of the Cabinet (in constitutional order)*
Secretary of State, Attorney General, Comptroller, Treasurer,
Commissioner of Agriculture, and Commissioner of Education

Chief Justices and Justices (based on Seniority after Chief Justice)

Senate President

House Speaker

President pro tempore

Speaker pro tempore

Members of Congress

Judges of the District Court of Appeal

Judges of the Circuit Courts

Members of the Legislature

Appointed heads of State Departments
(including Public Service Commissioners & members of other unranked commissions)

State Attorneys

Public Defenders

County Judges

County Officers, including members of District School Board

City Officers (City Mayor outranks everyone except the Governor and US President)

According to the Florida Department of State, Office of Protocol, the above Order of Precedence depends on its purpose (i.e. general precedence vs. precedence for introductions, vs. receiving lines, seating, etc.).

* Florida Constitution (Article IV)

Updated November 2004

PROTOCOL

ORDER OF PRECEDENCE CITY OF JACKSONVILLE, FLORIDA

Mayor

City Council President

Vice President, Chair Rules Committee, Chair Finance & Administration Committee
Remaining members alphabetically, grouped by district and at-large

Other Elected Officials:

Sheriff

Clerk of the Court

Tax Collector

Property Appraiser

Supervisor of Elections

Authorities and Commissions:

CC, HA, JEA, JEDC, JPA, JTA, Library, JAA

Judiciary

Clerk of the Circuit and county court, states attorney and the public defender

Ranking City Staff:

Chief Administrative Officer

Chief of Staff

Fire and Rescue Chief

Director, Public Works

Director, Parks and Recreation

Director, Planning and Development

Academia, Clergy, and Military

No official ranking, courtesy placement.

Urban Service Districts - ranked according to population:

Mayors of Jacksonville Beach, Atlantic Beach, Neptune Beach and Baldwin

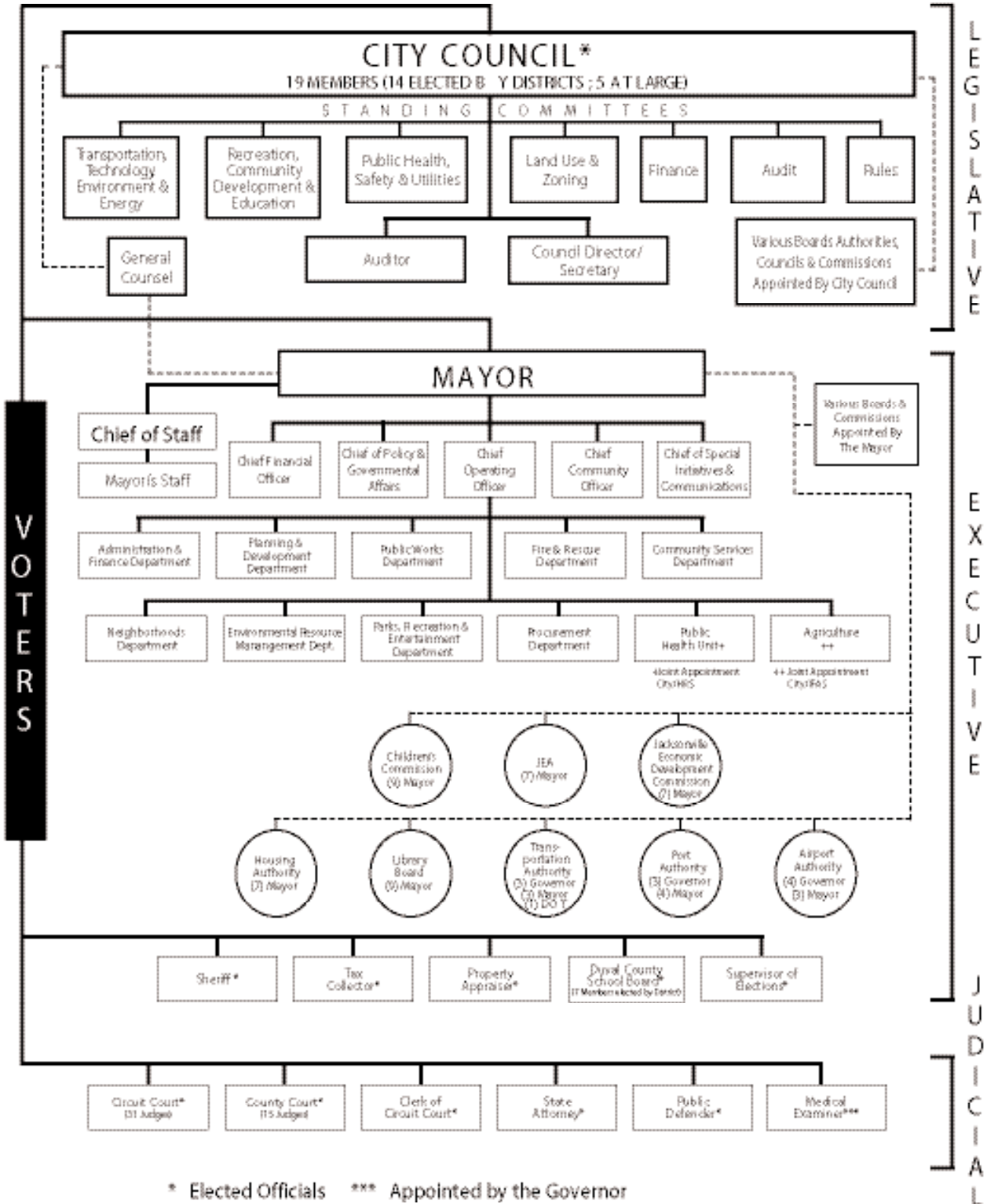
For events in these districts, mayors are ranked accordingly.

Each city has its own traditional seating order. A good indicator of appropriate local protocol is the traditional seating order at an oath of office ceremony. The mayor's event manager or scheduling assistant usually passes this information from administration to administration.

References: City Charter and Related Laws
City Organizational Chart - attachment

Updated November 2004

organizational chart city of jacksonville, florida



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PROTOCOL

NORTHEAST FLORIDA CITY GOVERNMENT

The City of Jacksonville has one mayor and 19 City Council Members elected to four-year terms. As chief executive officer, the mayor appoints all department heads, subject to confirmation by the City Council, and is responsible for the enforcement of city ordinances. The 19 council members are elected on a non-partisan basis by district. The City of Jacksonville also has a chief operating officer.

FORMS OF ADDRESS

Certain elected county and city officials carry the title, "The Honorable." These include:

- City Officials
- The Honorable, Full Name, Mayor of the City of Jacksonville
- The Honorable, Full Name, Jacksonville City Councilwoman, District # ____
- Note: Former mayors and city commissioners are entitled to be addressed "The Honorable.")

According to *Protocol, the Complete Handbook of Diplomatic, Official and Social Usage*, "the Honorable is never used by the person who holds the office in issuing or answering invitations or on personal stationery or calling cards. It is not used in speaking to a person or in salutations, except platform introductions. Further, it is never used before a surname only or in the text of a letter or other written communication. "The" is not capitalized, as in "The speech given by the Honorable John Doe was brief, but dramatic." (Note: Refer to Protocol for Floridians for information regarding proper forms of address and presentation for state government officials.)

INTRODUCTIONS

To facilitate introductions in conversation it is wise to remember basic rules of etiquette. Introductions are made younger person to older person; equal rank to equal rank or higher. Generally speaking, local guests should be presented to the guest of honor. Examples:

- Introducing the mayor (male, ranking official) to a new consul (guest of honor):
- "Consul Doe, may I present the Mayor of Jacksonville, John Peyton?"
- "Mayor Peyton, this is Mr. John Doe, Consul of Atlantis."
- Introducing a local businessman (corporate executive) to the mayor (male ranking official).
- "Mayor Peyton, may I present Mr. Joe Jones, president of XYZ Corporation?"
- "Mr. Jones, our Mayor, John Peyton."

- Introducing an honorary consul (female) to local mayor:
- "Consul Olson, this is John Peyton, Mayor of Jacksonville."
- Introducing a local businessperson (corporate executive) to a commission chairman.
- "Mr. Chairman, may I present Mr. Joe Jones, director of Nation's Bank?"
- "Mr. Jones, this is Chairman John Smith."
- Always introduce elected officials before introducing staff.

ACKNOWLEDGMENTS FROM A DAIS

To acknowledge a series of individuals or groups at any gathering, the speaker must acknowledge according to rank and pay attention to proper title and pronunciation of names.

If a group of officials, (e.g. board of commissioners) is to be acknowledged as a whole, the speaker might ask everyone present from the group to rise and be identified and then move on to acknowledge the next group. Otherwise, within the group, the speaker would introduce individually in order by district number or alphabetically according to country name or jurisdiction as shown below:

"Please help me welcome our elected officials and other distinguished guests as they rise to be acknowledged.

With us today are:

- the Honorable John Peyton, Mayor of Jacksonville
- Members of the City Council, in District Order
- the Honorable Bill Black, City Commissioner, District 2
- the Honorable Susan White, City Councilmember, District 4; and
- the Honorable Gloria Perry, City Councilmember, District 5

Our Visitors:

- Members of the Consular Corps of Jacksonville, beginning with...
- Dean of the Consular Corps, the Honorable Frank Harper, Consul-General of Country Z (joined by his colleagues, in alphabetical order by country)
- the Honorable Michael Davis, Consul of Country A
- the Honorable Fred Adams, Consul-General of Country B

PROTOCOL

-the Honorable Mary Smith, Honorary Consul of Country D and
-Mr. David Gregory, Honorary Consul of Country G (not Head of Post, therefore no use of the Honorable) and also with us today, mayors from other cities in the metro area,
-the Mayor of Brownsville, the Honorable Jack Stein and
-the Mayor of Greentown, the Honorable Katherine Miller.”

ADDRESSING ELECTED OFFICIALS AT COMMISSION MEETINGS

Certain procedural practices have been set forth by the Jacksonville City Council to facilitate government meetings. A copy of these procedures may be obtained by contacting the Jacksonville City Council.

PROTOCOL FOR LOCAL OFFICIALS

ORDER OF PRECEDENCE

Although rules of precedence for local levels have not been determined by any treaty such as the Vienna Conventions, certain customs apply. For example, within his/her home state, no one outranks the governor, except the president of the United States and the vice president of the United States. The governor is considered the “ranking official” in his home state, whereas in Washington, he is ranked below a number of other officials.

Much like the governor’s ranking while in his home state, within each city jurisdiction the mayor of that city outranks everyone except the president and vice president of the United States and the governor. While in the nation’s capital, mayors of major cities rank between United States representatives and consuls-general of foreign powers.

When a mayor is attending or hosting a function located within his/her city, he/she acts as the “ranking official,” taking highest precedence with the exception of the president and vice president of the United States and the governor of the state. As a matter of courtesy, the mayor affords priority seating to any visiting local mayors and elected officials who are in attendance.

The mayor may acknowledge other local dignitaries and will customarily do so near the beginning of the program.

As the ranking head of government for Duval County, the president of the city council acts as the “ranking official” taking precedence with the exception of the president or vice president of the United States, governor of the state and mayor of the city in which the event is occurring, and presides at any function or event wholly initiated and/or sponsored by the city.

At these functions, the county chairman customarily reserves priority seating for any attending mayors representing cities in the county. It is customary for the city council president to acknowledge other elected officials for the platform near the beginning of the program.

In matters where sponsorship is shared with any or several of the municipalities within the county, or where several mayors will be attending as guests, precedence is shared equally among principals. Generally, the Mayor of Jacksonville will be seated at either one head table with the guest of honor, or at separate tables with guests of honor distributed evenly between the tables. Acknowledgments of the mayor(s) from the platform are usually made simultaneously. If two or several of the other principals are speaking, subject matter determines speaking order.

The general rule is to honor the mayor of Jacksonville and the city council president equally, with the order of precedence being more or less determined by the nature and purpose, as well as sponsorship of the event. As in any community event, early communication between all parties is the key to success.

NAMETAGS

Nametags automatically suggest a degree of informality and should be confined to business activities and less formal social events such as meetings, seminars, receptions and other large gatherings. Nametags are inappropriate for any seated meal other than business functions. Placecards fulfill the function of identifier at any social occasion, especially formal events.

Nametags should be easy to read in printing and content and should display the guest’s name and title in a respectful way, according to these guidelines:

1. If it is known who will be attending, prepare the tags in advance using large, clear typeface or print. If it is uncertain who will attend, it is usually most practical to prepare a nametag for every invitee, regardless of response. Have some blank tags available for unexpected guests or to replace any that are incorrect. Opt for pin or clip tags over adhesive tags whenever possible.

PROTOCOL

2. Wear the tag high on the right shoulder to be easily read while shaking hands. Do not take the liberty of putting a nametag on a visitor unless specifically invited to do so.
3. The first line of the tag should use the name of the guest as it is used in conversation, as well as any professional title regularly used (Dr. Jane Smith, Mary Wilson, Col. David Brown). Omit honorifics and gender titles.
4. Guest's title or affiliation belongs on the second line and should be brief enough to be quickly read and detailed enough to be correct. (Consul-General of Utopia; Jacksonville City Council Member; President, XYZ Corporation). Extend information to a third line only if absolutely necessary, as too much information is hard to read.
5. For spouses without official titles of their own, use full names on the first line and for international guests, their business affiliation or country on the second line.

SEATING ARRANGEMENTS

In local situations where elected officials are honored guests, they should be seated either at the head table (dais) or at tables preferably near the front and center of the room with the hosts.

The guest of honor (usually the mayor of Jacksonville or city council president) should be seated to the right of the host/hostess.

Starting from the center seat of the host/hostess, the most honored guest or highest ranking official should be seated at his immediate right, the next highest official to his immediate left, alternating positions.

It is not necessary to seat a guest or spouse of the guest of honor together with the guest on a dais, but a reserved seat should always be provided for him/her. When a spouse of an elected official attends an event, the spouse assumes the same rank as his or her mate for seating purposes. The elected official may be seated to the right of the spouse or when seated at a round table, the spouse may be seated directly across from the elected official.

SPEAKING ENGAGEMENTS

Invitations to speak at any event should be sent to the elected official at least four weeks in advance. The invitation should contain specific information about the subject matter, length of speech, participants and audience. If specific seating arrangements will be made, it is customary to provide that information as well as to identify anyone who will be seated with the elected official.

SAMPLE PROGRAM PAGE

Prayers: Non-sectarian prayers are often incorporated into programs in the Jacksonville community. Although not required at any event, any one of the following types of prayers may be selected:

- Invocation: Short, non-sectarian prayer calling for divine assistance, usually given by a recognized leader of the community before the Pledge of Allegiance to the American Flag.
- Grace: Non-sectarian blessing before a meal while assembly remains seated.
- Inspiration: Spiritual or ethical message presented after the Pledge of Allegiance to the American Flag, presented by the presiding officer or layman, at the beginning or close of the meeting.
- Memorial: Spiritual tribute which may vary from a moment of silence to an elaborate form of ceremony.

PRIVATE CONFERENCES WITH ELECTED OFFICIALS

It is sometimes necessary to brief elected officials on various issues such as agenda items, upcoming meetings or issues concerning their jurisdictions. These meetings should be scheduled through the elected official's staff as far in advance as possible. Any information pertaining to the meeting needs to be delivered to the elected official as early as possible before the meeting.

TRAVEL PLANS

The host has the obligation for providing the elected official's staff with the following information:

1. The names and identification of those with whom they will meet during the visit
2. The appropriate dress for the official during all meetings and events
3. A detailed itinerary for the duration of the day
4. The type and size of audience to which the official may speak and the time allotted for the address
5. Confirmation of the transportation and lodging accommodations

PROTOCOL

The elected official's staff will respond with:

1. Time and place of arrival
2. Whether lodging will be required
3. Any dietary restrictions
4. A biography of the elected official

TRAVEL COURTESIES

In a limousine, the rear right seat is the seat of honor, followed by the rear seat on the left. The third position is the center rear, or the front seat next to the driver.

A senior official enters airplanes and boats last, and exits first.

STAFF RESPONSIBILITIES

The staff of elected officials are responsible for assisting the host (the government official for whom they work) to make guests feel welcome, without giving the impression that they are usurping the function of the host or hostess.

Staff will:

1. Prepare by studying the guest list
2. Arrive a minimum of ten minutes early
3. Stay at a function until all guests have left
4. See to the needs of the guests from the time of arrival to the time of departure, especially as they leave the receiving line
5. Mingle with the guests and facilitate introductions
6. Help the host/hostess if he/she needs any assistance

At events where a meal is served, meals are usually complimentary for the staff members. However, staff members should wait until all other guests are accommodated and seat themselves at a reserved table near the back of the room. At least one staff member should remain at the door at all times to receive late-comers.

(Note: This section and the previous on travel courtesies are from Practical Protocol For Floridians by Allen Morris.)

FORMS OF ADDRESS

“The Honorable”

“The Honorable” is accorded foreign diplomats and U.S. officials of cabinet or equivalent rank, charges d'affaires of ministerial level, and heads of international organizations, unless the individual is otherwise entitled to “His Excellency.”

“The Honorable” is also used as a courtesy title in addressing most high-ranking American officials in office or retired, including federal and state elected officials and mayors.

Although the U.S. State Department does not extend this courtesy title to foreign consular officials for the reason that United States consuls abroad are not so addressed, it is a widespread custom in the United States to extend the courtesy.

“The Honorable” is written out in full on the line above, or to the left of the name. It is not used in speaking directly to a person or in a salutation, although it is sometimes used in platform introductions.

“His Excellency”

“His Excellency” is the courtesy title awarded to officials with the rank of ambassador or higher in most foreign countries. (Once accorded this title, a diplomat is entitled to it for life. Therefore, consular officials who have previously served as ambassadors may prefer to be referred to as “His (or Your) Excellency” in place of “The Honorable.”)

A non-career consul need not indicate his honorary status, which is immaterial to the public. It follows that one SHOULD NOT ADDRESS an honorary consul in conversation as “Honorary” Consul (LAST NAME.) However, in business correspondence and introductions, the title “Honorary Consul” may be used.

Marital Status

Some names do not indicate whether a man or woman is the consul. Use of the title and surname without reference to gender is correct.

DAIS SEATING

One of the principal rules of dais seating is to restrict the group to a manageable number. A group of eight to ten is optimal.

In the case of a large number of distinguished guests present, it is preferable to seat only a very few on the dais. (Perhaps the host, main speaker, guest of honor and a few others).

Designate seating at tables in the front row for the honored guests. Avoid creating a two-tiered dais as the guests seated on the lower front row will have their backs to the row behind them. If two tiers are necessary, the podium should be placed off to either side.

The operative principle is that the guest of honor always takes the position of honor to the host's right (audience left.)

Often, distinguished guests would prefer not to sit facing an audience while dining as it is not comfortable or conducive to conversation and only the spouse of the speaker may be seated at the dais. For these reasons, dais seating is rarely used in our community. If dais seating is required, place an even number of guests on the dais to ensure that each person will have at least one person with whom to share conversation.

PROTOCOL

For panel discussions, large name cards are often made to place directly in front of panelists. The name cards follow the exact format as a nametag, readable and brief. They should be written in large print with the names written on two sides, front and back, so that when guests take their positions they seat themselves in front of the card that bears the correct name.

TABLECARDS AND PLACECARDS

Placecards are used at each table to provide a means for locating seats, to provide introductions and to facilitate conversation. They are always used in conjunction with either a master seating diagram or more commonly with tablecards and numbered tables.

Tablecards

If tablecards are used, they should be arranged alphabetically front to back, one per person if seated at separate tables, or one per couple if seated together at one table. They should be alphabetized according to last name, and placed on a reception table at the entrance to the room. The dining table numbers are written on the inside back fold of the cards.

Placecards

Placecard format is fairly simple:
GENDER TITLE/LAST NAME or TITLE/LAST NAME

Consul-General John Doe's placecard most properly would read, "Consul-General Doe." If you desire to stimulate conversation, you might add underneath "of Utopia."

Placecards for spouses without a specific ranking read simply, "Mrs. Doe" or "Mr. Doe" with no reference to status. Unlike tablecards which may be assigned by couple, every guest has his or her own placecard.

RECEPTIONS

Receptions are the most versatile of social events and range in formality. Receptions generally last for two hours and begin at 5:30, 6, 7:30 or 8 p.m. They differ from a cocktail party in that receptions are intended to honor an individual or occasion and they always include a receiving line.

RECEIVING LINES

Receiving lines may be used at many kinds of functions. They serve as the means for a host to introduce everyone to the guest of honor. Unlike social occasions, in more formal situations where the guest of honor is an important dignitary, the invited guests should arrive before the guest of honor. The receiving line should form after the arrival of the guest of honor, at the earliest opportunity after his or her arrival.

The cardinal rule: Keep the receiving line as short as possible.

Place a gentleman associated with the hosting party at the end of the line to help direct the traffic flow. Station a staff member or hostess near the end of the line to assist the guests as they move from the reception area.

Example #1 (Spouses included, host is a woman)

- | | |
|---------------------------|-------------------|
| 1. Host/Hostess | Mayor Jane Doe |
| 2. Guest of Honor | Consul John Smith |
| 3. Spouse of Guest | Mrs. Smith |
| 4. Spouse of Host/Hostess | Mr. Doe |

Example #2 (Spouses included, host is a man)

- | | |
|---------------------------|------------------------------------|
| 1. Host/Hostess | Consul-General Smith |
| 2. Guest of Honor | Mayor John Doe or (Mayor Jane Doe) |
| 3. Spouse of Guest | Mrs. John Doe or (Mr. Doe) |
| 4. Spouse of Host/Hostess | Mrs. Smith |
| 5. Additional Man | Vice-Consul Jones |

Example #3 (Spouses not included)

- | | |
|-------------------|------------------------|
| 1. Host/Hostess | Mayor Jane Doe |
| 2. Guest of Honor | Consul Elizabeth Adams |
| 3. Additional Man | Mr. Jones |

Many other combinations are possible, including alternating host(ess)/guest/spouse of guest/ additional man. If the guest of honor is a head of state or monarch, the host may give up position to allow the guest of honor the first line spot. Hosts should allow for an aide of the guest of honor to be within sight of the principal. If a security presence is necessary or desired, agents will remain unobtrusive in the general vicinity of their principal.

PROTOCOL

When possible, an aide or staff member should accompany the guests to the first line spot to form the line and another should escort the guests from the last spot into the reception or dining area. A table should be placed just outside the hall or room being used for the receiving line, so that invited guests may deposit glasses, plates, napkins and extinguish cigarettes as they approach the line. The hands of guests should be free as they proceed through the line.

Guests should not shake hands with aides and should address officials by their title and name or Mr., Mrs., Miss, Dr., Ambassador and surname etc. when they are being presented. The guests proceeding down the line should simply shake hands and greet each line participant with, "How do you do?" If a guest is an acquaintance of a line participant, "Good evening, Consul Doe," for example, would be appropriate rather than any extended conversation. Guests should be alert to the fact that names may not always travel well down the line. The guest may offer a brief self-introduction as a courtesy, such as "I'm Dr. Stephens, from the office of development, and it's a pleasure meeting you." Receiving lines generally last no more than 20 to 30 minutes.

On official occasions in which the wife, as the officer in the family is the reason for the couple having been invited, she is first through the line. Otherwise, at official receptions spouses proceed through the line together with gentlemen first. This is a reversal of the custom in private life, where the wife precedes.
(Note: Information for this section taken from The Protocol Advantage by Jonathan Moller.)

TOASTS, GIFTS AND PHOTO OPPORTUNITIES

Diplomatic Social Usage of the United States Department of State recommends that toasts occur during the dessert course of a seated dinner. The host welcomes the guest of honor and offers a toast to him, his country and possibly his head of state while the guest remains seated without drinking. The guest then reciprocates by offering a toast to the host and hostess, country or head of state depending on the occasion.

If wine or any other beverage is being served and is not desired, a motion of the hand is a sufficient signal not to fill the glass. Refusals are more considerate to the host than leaving the filled glass untouched. If toasts are anticipated, a small amount of wine should be accepted, and glass raised at the toast to the guest.

Gifts

In many cultures, gift giving and receiving is an extremely important ritual and should never be overlooked as an integral part of international business exchange. It is also true that certain gifts carry cultural connotations for the receiver which may be potentially unknown to the giver. The way in which a gift is wrapped, the color of the paper, and whether or not a gift is expected to be opened immediately are all matters of importance in many cultures.

Elected officials in the state of Florida are required to report any gifts (or meals effective January 1, 1997) over \$100 according to Florida statute.

For these reasons, whenever gifts will be presented, formally or informally, it is important to advise the recipient or a member of his staff well in advance. This prevents any embarrassment on the part of the recipient of not being prepared to return the gesture. Among staff members or between protocol officers of the two dignitaries, it is common to discuss possible gift options to determine selection and to uncover any restrictions that may be in place for government officials. Gifts are sometimes given to staff members for later presentation if the exchange is not part of a formal presentation. When this is done, staff advises the dignitaries so that a personal acknowledgment may be made by the receivers to the givers.

If photographers or media will be recording the gift exchange, it is wise to use a decorative gift box with a bow rather than wrapping a box in more layers than can be opened graciously while standing.

Photo Opportunities

When celebrities, politicians or other public figures appear on the scene, photo opportunities may be requested. A short, well-managed session written in advance into the agenda is usually the best solution to prevent untimely interruptions for photographs. When a famous person is invited to make a speech or presentation, there is customarily a brief 15 to 30 minute reception scheduled just prior to the event for the host and guest of honor to meet. This is usually the time during which personal introductions are facilitated, gift exchanges occur and private photos are taken.

When media is present or there exists any potential whatsoever that a guest will be approached for a television interview, alert him in advance to discover whether his comfort level will allow this. It is especially important if the guest speaks English as a second language. It remains the prerogative of the guest to decide whether or not to allow photographs or television coverage.

PROTOCOL

LOCAL FLAG PROTOCOL

The City of Jacksonville's official flag is a rectangle having the dimensions in the ratio one of (hoist) to one and one-half (fly), divided horizontally into two equal panels. The upper panel has a rampant equestrian statue of Andrew Jackson in a silhouette over a sunburst; the lower panel has a silhouette over Duval County and the words CITY OF JACKSONVILLE, FLORIDA in a recumbent concave arc thereunder, all on a solid field. The rays of the sunburst, silhouette of Duval County and the words CITY OF JACKSONVILLE, FLORIDA are gold; the equestrian statue of Andrew Jackson is dark brown, the upper panel background is white and the lower panel field is orange.

The city flag is considered a living thing and is a visual symbol of the city as a government, as a political entity and as the embodiment of the people. It is entitled to the respect and honor due to the city and should be used in a respectful and honorable fashion. The regulations set forth in this part shall be observed by civilians and civilian groups or organizations and do not apply to the display and use of the flag of the United States of America or the flag of the state of Florida.

It is the universal custom to display the city flag only from sunrise to sunset on buildings and on stationary flagstaves in the open.

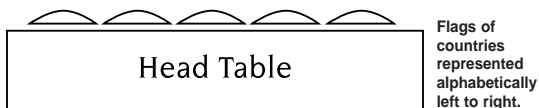
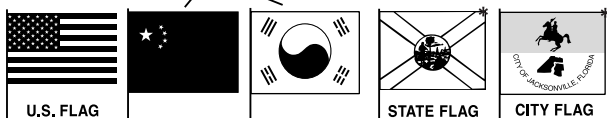
However, when a patriotic effect is desired, the city flag may be displayed 24 hours a day if properly illuminated during the hours of darkness. The city flag should not be displayed on days when the weather is inclement, except when an all-weather flag is displayed.

The city flag should be displayed on all days, especially on:

- New Year's Day, Jan. 1;
- Martin Luther King's Birthday, Jan. 15;
- Robert E. Lee's Birthday, Jan. 19;
- Lincoln's Birthday, Feb. 12;
- Susan B. Anthony's Birthday, Feb. 12;
- Washington's Birthday, the third Monday in Feb.;
- Good Friday, the Friday before Easter Sunday;
- Pascua Florida Day, April 2;
- Confederate Memorial Day, April 26;
- General Consolidated Government Election Day;
- Mother's Day, the second Sunday in May;
- Armed Forces Day, the third Saturday in May;
- Memorial Day (half-staff until noon), the last Monday in May;
- Jefferson Davis' Birthday, June 3;
- Flag Day, June 14;
- Independence Day, July 4;
- Admission Day, July 25;
- Labor Day, the first Monday in September;
- Constitution Day, September 17;
- Consolidation Day, Oct. 1;
- Columbus Day and Farmer's Day, the second Monday in October;
- Navy Day, Oct. 27;
- Veterans Day, Nov. 11;
- General Election Day;
- Thanksgiving Day, the fourth Thursday in Nov.;
- Christmas Eve, Dec. 24;
- Christmas Day, Dec. 25; and such other days as may be proclaimed by the mayor.

(The above information came from the City Ordinance 76-136-66)

- Flags of Countries Represented alphabetically



THE VIEWING AUDIENCE

*OPTIONAL

TRAVEL ABROAD

ANATOMY OF AN OUTBOUND OFFICIAL VISIT

IN ADVANCE

When receiving an invitation to travel abroad, always respond. Send a letter to your host with the purpose of your visit, names of participants and what meetings you wish to hold. The clearer your definition of trip goals, the more successful the visit will be. Don't be shy to ask your contacts for hotel recommendations in the area and read up on the background on the city and country you will visit. (NOTE: The JSCA office has this information for all six of Jacksonville's sister cities.)

As you get closer to your travel date, send along biographical information on all the travelers in the group, including information on their interests, hobbies and dietary restrictions. Prior to leaving, identify a leader of the delegation and provide a full briefing on the details of the visit. Notify your host of all the travel arrangements and fax or e-mail the information ahead of your arrival.

If your delegation does not include an official photographer, appoint someone in your group to be responsible to take photos of the important moments. Be sure to select appropriate gifts for your hosts that are representative of Jacksonville.

WHAT TO PACK

Passport Copy: Make a copy of the picture/data page of your passport and put it in a different place than your passport. (The same would apply to a visa.) Should you lose or misplace your passport, the copy will make replacement at the nearest American Embassy or Consulate much easier.

Credit Cards: Make a copy of your credit card and tuck it in a different place than your wallet. Carry the toll-free numbers of your credit card consumer relations to report a loss. You may want to let your credit card company know that you are traveling.

Local Currency: Take approximately twenty dollars in the local currency with you. You can change money with travelers' checks. Traveler checks and travelers check receipts should always be packed separately. If checks are lost or stolen, you will need receipts to replace your checks. In many countries it is convenient to use ATM machines and the exchange rate will be better than at exchange offices. You can find up-to-date exchange rates online at www.x-rates.com. You may want to invest in a small money holder that can be worn around your neck or on a belt.

Special Medicines/Glasses: Pack a special medicine supply in your carry-on bag. You may not be able to get your needed medicines at a pharmacy. An extra pair of eyeglasses or contacts can save you money should you need to replace them.

Spare Passport Photos: Just in case you lose or misplace your passport.

Long Distance Telephone Credit Card: You may need to call home or your host.

A List of All Important Numbers: List all credit cards, passport number, phone numbers, etc.

Inflatable Pillow/Earplugs: To help you sleep on the plane and to "tune out" the noise.

Comfortable Shoes: That are easy to slip on/off while you are on a plane, yet will give you support walking through an airport.

Leave At Home: expensive or heirloom jewelry or watches

Suitcase: Pack the day or the night before you leave. Lift the suitcase and take out anything to lighten your load. You may have to play a game with yourself to determine what you really need. Even though porters and bellhops may be available in some hotels and airports, plan on carrying your own suitcase up or down a flight of stairs or on/off a train. Luggage that can be rolled or pulled is still heavy when you have to lift it. Pack smaller items in shoes, such as camera, film, hose/socks or belts. Roll, rather than fold, your clothing; it will wrinkle less and you can fit more into the suitcase. It's also a good idea to pack a small backpack and a few self-sealing baggies.

CLOTHES

First, find out your travel schedule, the country's average temperature and what special occasions you'll be attending during your visit. An American who never changes out of his chinos, boat shoes and polo shirt will have a rude awakening in another country where no one will be dressed the way he is.

TRAVEL ABROAD

Your comfort or your particular style is not important when traveling in another country; it is more important to blend into the environment and culture around you. What you wear is terribly important not only because you are a “foreigner” but also because you represent the City of Jacksonville, Florida and America. Naturally, the primary consideration is who you are and where you are going. An engineer going to check on a waste burning site in Masan, Korea is one thing. Going to Bahia Blanca, Argentina for meetings with the mayor and educators, is another.

White is the symbol of mourning in the Asian culture. Even in the summer heat, it is better to leave your white suits or dresses at home. If your winter coat is white, leave that too. Being conspicuous or inappropriate will not improve your effectiveness in accomplishing the goals of your visit. Loud colors are also too conspicuous. When you are representing your city at sister city meetings and functions, remember that dignity is a treasured asset and that you can easily lose it by wearing loud, conspicuous or overly bare clothing. American men who travel abroad in the summer wearing only jeans and sleeveless undershirts may not be aware of the revulsion they cause.

You may be asked to remove your shoes before entering some homes and temples, particularly in Asia. Make certain that your socks or stockings are in good condition or carry a clean pair in your briefcase.

In Argentina or France, black-tie events in the evening are common. It may not be on your schedule when you leave Jacksonville, but it might suddenly be put on your schedule. Be prepared and take a dinner suit or evening dress with you.

Men all over the world should pack a dark, formal suit and take black shoes and socks, dress shirts and ties. A dark suit will be appropriate for dinner, whether going to a restaurant or to someone’s home – especially in Asian countries.

A good rule to follow is to go to your sister city dressed in a way that might seem formal to you. As Americans, we tend to be very casual, but this is not appreciated in most countries. Let your hosts suggest that you make yourself more comfortable instead of deciding to do so on your own.

Try building your wardrobe around one color palette like khaki, and then adding a blue blazer, white shirt or a red sweater. If you start with black, anything goes. For warm climates, choose natural fibers such as linen or cotton because they breathe. Knit fabrics for travel clothes are popular for men and women. They are light-weight, resist wrinkles and breathe. Check to make sure it is washable. You do not want to take anything that must be dry cleaned.

Take a good pair of walking shoes, not sneakers. Today there are a number of shoe companies like Easy Spirit, Rockport and Ecco that make comfortable and professional looking walking shoes. Do not take brand new shoes on your trip; always break them in before you go.

For Women:

- Pack both casual and dressy pants. Take a few different styles of tops from nice T-shirts to tunic tops to dressy blouses. Some tops should have long sleeves, which may be required to enter certain religious sites.
- Take at least one skirt or dress even if you prefer pants. Do not take mini-skirts since they may not be appropriate everywhere.
- One of your two pairs of comfortable shoes should be dressy enough to go with your nice clothes.
- Take at least one scarf. They are not heavy and they can change your whole look. One big scarf could cover your arms and shoulders at religious sites or be used to keep you warm.
- Leave good jewelry at home. A few small costume jewelry pieces will suffice.

For Men:

- Pack both casual and dressy trousers. The fabric will depend on the climate. For warm locales, choose natural fibers such as linen and cotton and wool or gabardine for cool climates.
- Shirts should range from Polo styles to tailored shirts.
- Sweaters are optional, depending on the weather. A cardigan or pullover should be fine.
- Take at least one jacket. A navy blazer would be perfect.
- Pack at least one tie.
- Take two pairs of comfortable shoes. One pair should be dressy enough to be worn with a jacket.
- Take a hat for sun protection.

TRAVEL ABROAD

UPON ARRIVAL

Customarily, travelers are met at the airport by a city official or dignitary. If arrangements have not already been taken care of, see if you can arrange this with your host. The escort will also usually escort and check any guests into the hotel.

AT THE HOTEL

If your host is paying for the hotel rooms, leave a credit card to cover your personal expenses at hotel check-in. (NOTE: This is commonly done for Sister Cities visits.) Be sure to review your schedule of activities or agenda with your host. The agenda should also list two contacts at your work and home and include your cell phone numbers. If appropriate, ask if additional visits/meetings can be added or if you can have more “down time” in case too many appointments are scheduled. Let the host know if anyone in your delegation wants to play golf or participate in any other sport or special exercise facilities. It is appropriate for you to know with whom you’ll be meeting so ask the host for a list of guests expected at each event or meeting. The tap water in the hotel may not be the healthiest to drink, so ask where you can find bottled water nearby. If a spouse accompanies the delegation, arrange for special activities for them so they won’t be bored while the others participate in meetings or other activities that don’t include them. Also, ask your host or concierge where the VIP accommodations in the hotel are located.

DURING THE VISIT

The first official visit should be with the mayor of your host city. The courtesy visit will include an exchange of gifts and photo opportunities. As a hospitable guest, bring greetings from your mayor as well.

END OF VISIT

Gracious guests always thank their host. Be sure to extend your thanks and gratitude for their efforts upon leaving their city.

WITHIN A WEEK AFTER THE VISIT

Be sure to send thank you letters to individuals and organizations that participated in the visit.

TRAVEL ABROAD

KNOW YOUR HOST

Preparation and anticipation of a trip to one of our sister cities can be very rewarding. The following information will help make you a better conversationalist and your hosts will appreciate the fact that you took the time in advance to be aware of the most important facts about their country and city. Doing your homework before you travel will make both you and your hosts more comfortable during the visit. The Sister Cities office has already put this information together for each of our sister cities. Here are some things you should know:

The correct name of the country – For example, Mexico is officially the United Mexican States. Germany is the Federal Republic of Germany, even though there no longer is a German Democratic Republic (East Germany.)

The form of government – Is it a parliamentary democracy, a constitutional democracy? A country can call itself a republic and still be a dictatorship.

The nation's capital – How far is it from our sister city?

Name of the ruler or top government official – In most countries, the president is not as important as the Prime Minister. Also know the name of the city's mayor and other top officials.

Whether there is a national relation and what it is?

National holidays – Make a point of knowing these as well as the religious holidays and official days of rest. Find out if the country observes a siesta during the middle of the day and other common daily schedules of the country.

What dietary laws are observed?

What are the leading industries and agricultural products?

Prominent geographical features – For example, if you are visiting Wuerzburg in Germany, you should know its river is the Main (pronounced "mine"), not the Rhine.

Great cultural landmarks – Research the city's museums, temples, mosques, cathedrals and institutions of learning.

Great men and women – Get to know your host city's Nobel Prize winners for peace and literature or notables in the field your host may work in, such as chemistry, medicine, music, art, athletics or other popular cultural figures.

Most popular sports?

TRAVEL ABROAD

GIFT GIVING

Gift giving is considered of great importance in other countries. Gift giving can be tricky and always a challenge. It can be intended as a thoughtful gesture or considered a bribe. Here are some guidelines.

WHAT TO GIVE

The best gift is one that is representative of the City of Jacksonville or Northeast Florida. It can be something crafted only from the area. Handcrafted gifts are better than mass-produced gifts. Gifts should either have utility or stimulate conversation about a culture, city or country. Gifts should be modest in cost, yet convey sincerity. It is better to bestow several inexpensive, well-thought-out gifts than lavish expenditures. Do not give a bulky present to an international visitor as it may cause a great inconvenience to cart it back home.

Research thoroughly the hobbies and interests of the gift recipient. Some examples: an autographed book; a welcome addition to a stamp collection; a subscription to a professional or technical magazine; a gadget for the home or automobile; or perhaps artwork or posters appropriate to the recipient's interests such as a Jacksonville Jazz Festival poster for a Jazz aficionado.

GIFT IDEAS

JSCA has come up with the "perfect gift" of a screensaver featuring images of the Greater Jacksonville area which includes The Timucuan, Northeast Florida State Aquatic Preserves and the St. Johns River Lower Basin. Not only does this screensaver serve as a great marketing tool, but it also is light and easy to pack.

Peterbrooke Chocolates, which are made in Jacksonville, has a variety of gift packages; their chocolate covered popcorn is always a hit. Jams and jellies made by Mrs. Cromwell have the "Jacksonville" label and even include some citrus preserves. AIA Salsa is also a locally-made product that gets rave reviews. Gift cards with Jacksonville scenes can be found at some card shops. For sports fans, the Jaguars, TPC and ATP sell a variety of sports-related gifts. A CD from UNF or DASOTA jazz bands would be fitting, as well as Jacksonville-specific books and magazines.

Other possible gift choices could be small replicas of wildlife or sea life that are common such as manatees, sea turtles or panthers. Often these replicas are made in pewter or ceramic and can be accompanied with information to tie it in with Northeast Florida. Replicas are usually small and easy to pack in a suitcase and can be easily mounted on a wooden base with an engraving to denote the recipient's and giver's names. Your local trophy center is a good resource to do this. Other items to consider are Native American crafts from local groups common to Northeast Florida, such as the Seminole.

WHEN TO PRESENT THE GIFT

The most appropriate time to exchange gifts is at the end of a function, whether it is a lunch, dinner or seminar. Even during an office meeting, gifts are not presented until the end of the discussion. The presentation of the gift also serves to signal the conclusion of the exchange.

WRAPPING THE GIFT

The gift should be tastefully wrapped; presentation is very important in other countries. In some countries, the wrapping can be as important as the gift itself. Be mindful of color taboos and preferences in various countries. For example, Chinese guests appreciate gifts wrapped in bright red paper and white is not an acceptable color. The reference books mentioned below are good for recommendations on colors to use or avoid in certain countries.

HOW TO GIVE IT OR RECEIVE IT

When presenting a gift, remember that many Asians do not open gifts in the presence of others. As a receiver, do not open a gift unless you are invited to do so. A handwritten thank you note should follow receipt of a gift expressing what you liked about the gift and how it will be used. A verbal thank you is not enough and e-mail is unacceptable.

TRAVEL ABROAD

GIFT GIVING

KEEP A GIFT LOG

Often you will host repeat visitors to whom you have previously presented a gift. In order to avoid embarrassment by giving the same or a similar gift a second time, it is advisable to maintain a “gift log.” Be sure to record all gifts and recipients, along with the dates and location or setting.

OTHER RESOURCES

Perhaps the most useful reference book for gift giving advice in specific countries is *Kiss, Bow, or Shake Hands*, written by Morrison, Conaway & Borden. Another good reference book is *Protocol for Profit* by Carl A. Nelson; this book is arranged by country.

TRAVEL ABROAD

CONDUCT ABROAD

MEETINGS

The most common complaint heard against Americans is our lack of punctuality. With the exception of the Arab and Latin worlds, most cultures prize punctuality above anything else. We should be more sensitive to this custom.

The French don't like our insistence on serious breakfast meetings for the purpose of intense discussions. The morning coffee hour, with croissants, comfiture (jams), and quietly reading newspapers is an important ritual in the French people's day. Our frenzied, early-morning activities are considered barbaric to many Western Europeans.

We should not take our international colleagues away from their families at night. We should hold our meetings during the day and make our own plans for dinner, unless we are invited by our hosts to join them.

DINING

Most internationals do not like an overly-long cocktail hour before dinner. When internationals ask their guests for dinner at 8 p.m., everyone usually sits at the table and eats 45 minutes later. But when guests at an American host's dinner are invited at 7 p.m., they sometimes don't sit down until 9 or 9:30 (to accommodate the hearty drinkers and the late arrivals.) As a result, the visiting guests are tired, grumpy and disenchanted by our brand of hospitality.

Familiarize yourself with the country's routines for mealtimes. Often the evening meal will begin very late, rather than what we consider "normal" at 5 or 6 p.m. You should never complain about the lateness, particularly if you are invited for dinner in a private home or are a guest at a dinner reception.

People from other countries would not think of criticizing our food. They may not like certain dishes but they would never comment on it. When in their countries we tend to give sermons about low fat, no-beef, no-sugar, and roughage. This is a complete turn-off. People from other countries usually either praise our food or make no comment at all. We should do the same in their countries. Food is simply not a subject for discussion in negative terms.

MANNERS

It is never justifiable for us to give sermons to internationals suggesting that they give up smoking for health reasons. Several business people from other countries have mentioned this objection with no small amount of passion. We should not repeatedly correct our international colleague's mistake in English, unless specifically asked to do so. A person struggling in speaking a foreign language is exhausted enough from the sheer effort without having every single error drawn to his attention. At the same time, if someone from another country wants to try out his English, it is gracious of you to cooperate even if you may speak his language expertly or an interpreter is present.

WHEN IN ROME

Americans tend to discuss business deals only in American terms, such as American dollars or measurement in feet and inches, instead of metric. Talk in terms of their currency and their measurement system. You should talk about liters of gasoline, not gallons; meters of fabric, not yards. In other words, when we are in their country, we should learn the everyday language of their culture, not force our own on them.

The American who continually makes unfavorable comparisons between the host country and the United States is seen not only as a braggart, but also as a boor and a bore. Here are some examples:

- (F) Foreign host: Here is our famous university.
- (A) American Guest: Oh, our state university is much larger.
- (F) This is our newly automated system, of which we are very proud.
- (A) Heavens, we had that eight years ago. We've far surpassed that now.

Americans tend to joke a lot with one another. Some of the best ethnic, racist, and religious jokes we tell are about ourselves. In other countries, however, this kind of humor is often misunderstood and even considered rude. Make it a rule to never joke about religions or sacred traditions when in another country, no matter how close you think you are to your foreign colleagues or how comfortable you feel with them. You can get into serious trouble with your brand of humor. Also, jokes do not translate well.

GOVERNMENT TO GOVERNMENT RELATIONS

SISTER CITIES, TWINNING AND OTHER FORMAL RELATONSHIPS

Formal government relations often open doors that otherwise would be closed to local businesses. In many countries, an agreement between governments is respected as a seal of approval or preference. Therefore, the City of Jacksonville and other local governments eagerly seek new relationships that will offer trade, cultural and educational opportunities to Northeast Florida.

There are several options with regards to formal, government-to-government relations:

- **Business Cooperation Agreements** are formed between regions or cities that offer strong business potential. The agreements generally state that the respective economic development agencies will work together to promote trade and development between their communities, including annual exchanges of business delegations, educational seminars for the public and ongoing dialog between the agencies' liaisons.
- **Twinning Agreements** are signed between communities that express a desire to cooperate on specific issues such as the environment, tourism, government or education.

- **Sister Cities Agreements** encompass all aspects of a community and are generally brought through a formal agreement between mayors. Because of the importance and commitment placed on sister cities agreements, cities seek similarities in several areas. Qualifications for Jacksonville Sister Cities include: educated workforce, strong universities (public and private), excellent distribution and transportation systems (airport and transit), port authority, similar industry development, and a dedication to improving international relations through cultural exchange, education, trade and investment. Jacksonville currently has six Sister Cities, all of which are very active: Bahia Blanca, Argentina; Murmansk, Russia; Nantes, France; Masan, Korea; Port Elizabeth, South Africa; and Yingkou, China.

SISTER CITIES AGREEMENTS

Each of the sister city agreements marks a commitment by the community to increase business between two communities and to form a permanent and lasting bond between the two cities. Each agreement is based on the sincere belief that both communities will achieve long-term benefits.

GOVERNMENT TO GOVERNMENT RELATIONS

JACKSONVILLE SISTER CITIES ASSOCIATION (JSCA)

The concept of "Sister Cities" was founded by President Dwight D. Eisenhower, who proposed a people-to-people concept to ease Cold War tensions. His idea was to educate local U.S. communities about the diverse cultures and traditions around the world, while simultaneously sharing the U.S. way of life with average citizens of other countries

Today, more than 1,158 U.S. cities, representing more than 125 million Americans, are linked with 1,911 international cities in 123 nations¹. The sister cities program allows the individual and the community to participate in local, national and international levels to make an impact on the ever-changing world. Exchanges vary from education to culture, medicine to municipal training, business missions to sports. Sister Cities International, a private non-profit organization based in Washington, D.C., supports local efforts to develop new affiliations and create exchange programs.

Jacksonville's involvement in the sister cities program began in 1967 when former Mayor Hans G. Tanzler, Jr. received a visit from Mayor Dr. Luis Esandi of Bahia Blanca, Argentina. The two mayors signed proclamations declaring the two cities "Sisters of the Hemispheres," thus creating a friendship that has grown over the past 30 years.

The Mayor's Office coordinated student, professional and governmental exchanges between the two cities until 1972, when the **Jacksonville Sister Cities Association** was formed by a handful of citizens.

In 1975, through an agreement between the U.S. and the Soviet Union, Jacksonville became one of the first five American cities to twin with a Soviet city. The Jacksonville-Murmansk connection sparked great local interest, especially among citizens eager to support U.S.-Soviet cooperation in perilous times.

Membership the Jacksonville Sister Cities Association grew rapidly, and in the 1980s two more Sister Cities were acquired - Masan, Korea in 1983; and Nantes, France in 1984. The fifth sister city, Yingkou in the People's Republic of China, was officially added in May 1990. A sixth city, Port Elizabeth, South Africa, was added in February 2000.

Today more than 200 citizens are actively involved in the association's programs. Over the years, the JSCA program has won numerous awards for excellence, including Best Overall Program in 1997.

The association's 20-member Board of Directors sets the policies and approves the programs of the committee and chair of each Sister City, and all other subcommittee activities. Board members are elected by the membership to three-year staggered terms, and the board elects officers for two-year terms.

GOVERNMENT TO GOVERNMENT RELATIONS

PROGRAMS

Bahia Blanca, Argentina (1967) Bahia Blanca, situated in the “Deep South” of Argentina, has the distinction of being, with 280,000 citizens, the second largest of the southern most cities in the world.

Because of its proximity to the agricultural breadbasket known worldwide as “La Pampa,” located 350 miles southwest of Buenos Aires, Bahia Blanca is Argentina’s second busiest port. Rich oil and gas fields and an extensive petrochemical industry are also located in the region. Besides heavy industry, Bahia Blanca and Jacksonville have other similarities. Each has a sub-tropical climate, and each is the home port for large naval units.

Mumansk, Russia (1975) Murmansk is the Republic of Russia’s principal port on the Arctic Ocean and is the world’s largest city above the Arctic Circle. Its 500,000-plus inhabitants engage in commercial fishing, ship building and repair, seafood processing and other maritime activities as the regions primary industries.

Situated on the Kola Peninsula 30 miles from the Barents Sea, the Murmansk harbor is ice free all year because of the warm waters of the Gulf Stream. From December to May, the port of Murmansk replaces icebound St. Petersburg as the major port serving the northwest region of Russia. Nuclear powered icebreakers keep a channel open to the Arctic Ocean all winter.

Masan, Korea (1983) With a population of more than 500,000 people, Masan sits on the delta of the Nak Dong River, which flows through the heart of the city. Like Jacksonville, Masan is a manufacturing and distribution center.

Masan has one of the largest free-trade zone enterprises in the world, with more than 90 international and national corporations operating assembly and distribution plants and employing some 33,000 Korean workers. Masan is also known for its electronics textiles and seafood processing, as well as serving as a horticulture center of the region.

Nantes, France (1984) Nestled in the Loire Valley 20 miles from the Atlantic coast in Brittany is Nantes, the thriving commercial hub of the “Loire Atlantic.” This port and industrial city is 350 miles southwest of Paris.

Nantes is a bustling manufacturing center for a great variety of products and is the site of major chemical and electronic industries as well as food processing plants. Surrounding Nantes are some of France’s richest vineyards.

Yingkou, China (1990) Yingkou is a port city on the Gulf of Bo Hai in the Liaoning Province, 400 miles northeast of China’s capital, Beijing. Yingkou is a city of approximately 500,000, with a regional population exceeding 2 million.

Yingkou has the world’s richest reserve of magnesium, as well as some 30 other ores and minerals. The region is China’s leading producer of boron and talcum. A temperate climate and rich soil result in a bounty of rice, fruit and all kinds of aquatic foods, making the Yingkou region one of China’s most productive “breadbaskets.” No fewer than 35 products are manufactured in the city. Like Jacksonville, Yingkou has two port terminals. A modern terminal is under construction at Bayuquan, 29 miles southeast of the city. Nine, 15,000-ton berths are completed, and 25 more will be in use by the turn of the century.

Port Elizabeth, South Africa (2000) Port Elizabeth is South Africa’s fifth largest city with a population exceeding 1.2 million. One of South Africa’s major seaports, Port Elizabeth sits on the southeastern coast of Africa, midway between the ports of Durban and Cape Town.

Port Elizabeth is the economic powerhouse of the Eastern Cape Province with a well established diverse economy made up of manufacturing, international trade, agriculture and a thriving commercial center.

The Jacksonville Sister Cities Association (JSCA) is coordinated by the staff of the Jacksonville Economic Development Commission (JEDC) and the JSCA Board of Directors. Volunteers should contact JSCA at (904) 630-1059, fax (904) 630-1937, or via e-mail nolson@coj.net.

GOVERNMENT TO GOVERNMENT RELATIONS

In addition to consular duties, the Office of International Affairs in the Florida Secretary of State's office also operates sister city/sister state programs and establishes new programs as needed to further global understanding through interchange of people, ideas and culture between Florida and the world.

Florida Sister State and Territories

Northern and Central Columbia²

Kyonggi (Province of) - Republic of Korea (South)

Neuva Esparta (State of) - Venezuela

Western Cape (Province of) - South Africa

Florida Sister State Agreements³

Province of Taiwan, Republic of China

Region of Languedoc - Roussillion, France Wakayama Prefecture, Japan

Florida Cooperative Agreements*

Antioquia, Colombia

Brasilia, Brazil

Brazil Agreement of Cooperation in Film Co-Production*

Buenos Aires, Argentina

Carabobo, Venezuela

Catalonia, Spain

China External Trade Development Council (Taiwan)

Country of Israel¹

Del Guayas, Ecuador

Francisco Morazan, Honduras

Japan External Trade Organization

Japan/SE US-Japan Economic Committee¹

Nayarit, Mexico*

Poland

Republic of Korea/SE US-Korea Economic Committee

Rio de Janeiro, Brazil

Rio Negro, Argentina

Sao Paulo, Brazil

State of Israel

Tucuman, Argentina

1* Denotes Agreements known of but no existing document on file at the Office of International Relations

2 Denotes State Link Through Parameters of the Americas

3 Agreements formally made but not yet filed with Sister Cities International

INTERNATIONAL WEB SITES

GOVERNMENT

Central Intelligence Agency

<http://www.odci.gov/cia/publications/chiefs/index.html>

Description: This site has a quick-find page for heads of state and government from around the world.

Florida Department of State: Starting a Business in Florida

<http://www.dos.state.fl.us/startbus/>

Description: This site includes information for potential developers and new businesses on international trade, business registration, available resources, land use and permitting and tax registration.

U.S. Agency for International Development

<http://www.usaid.gov/>

Phone: (202) 712-4810

Fax: (202) 216-3524

E-mail: pinquiries@usaid.gov

Description: This site links you to an independent federal government agency that conducts foreign assistance and humanitarian aid to advance the political and economic interests of the U.S.

U.S. Department of Commerce, International Trade Administration

<http://www.ita.doc.gov/>

Phone: 1-800-USA-TRAD(E)

E-mail: TIC@ita.doc.gov

Description: This site is the U.S. Government resource for citizens and businesses attempting to find information regarding exporting, importing, customs regulations, business practices, in-country assistance and more.

U.S. Department of State

<http://www.state.gov/index.html>

Phone: (202) 647- 4000 (24-hour service)

Fax: (202) 261-8577

E-mail: secretary@state.gov

Description: This site is the homepage of the U.S. Department of State. It is a gateway to various resources, including travel and passport advice, personal safety advisories, diplomatic assistance, and U.S. foreign policy and regulations.

U.S. State Department, Bureau of Consular Affairs

<http://travel.state.gov/>

Contact: www.state.gov/documents/ContactUs.cfm

Phone: (202) 647-4000 (24-hour service)

Fax: (202) 261-8577

E-mail: secretary@state.gov

Description: This site offers information regarding the services that U.S. citizens can obtain while abroad through embassies and consulates. It also includes information regarding travel warnings and Visas.

UNIVERSITIES

GlobalEDGE (maintained by the Michigan State University Center for International Business Education)

<http://globaledge.msu.edu/ibrd/ibrd.asp>

Description: This site links to world stock exchanges, economic potential indicators, trade law and data information, country specific information, international news and periodicals.

Florida International University

<http://www.fiu.edu/choice/html>

Phone: (305) 348-2000

(University Park Campus)

(305) 919-5500

(North Miami Campus)

Description: Florida International University has centers regarding Banking and Financial Institutions and Tourism and Technology. Also located there are institutes for the study of the Caribbean, Cuba, Mexico and the Summit of the Americas.

The University of Texas at Austin Perry-Castaneda Library Map Collection

<http://www.lib.utexas.edu/Maps/index.html>

E-mail: www@lib.utexas.edu

Description: This site has one of the best collection of maps available on the Internet, including political, geographical, regional, and country-specific maps.

INTERNATIONAL WEB SITES

PROTOCOL AND INFORMATION SOURCES

The AML Group

<http://www.amlgroup.com>

Contact: Lisa L. Mirza

Phone: (415) 398-3229

Fax: (415) 398-3222

E-mail: Lisa@AmlGroup.com

Description: Certified by the Lett Group, The AML Group is an etiquette training company whose website features an easy to use write-in option for specific protocol questions.

Asian Etiquette

http://www.asianconnections.com/travel/travel_tips/travel_tips.html

Description: Tips from Asian Connections.com for travelling in China, Hong Kong, Indonesia, Japan, Korea, Malaysia, Singapore, Taiwan, Thailand.

CNN.com

<http://www.cnn.com/WORLD/>

Description: An up-to-the-minute, global news resource.

Embassy.Org

<http://www.embassy.org/>

E-mail: research@embassy.org

Description: This site works as a central place for foreign embassies to list information and websites for their consulates. Embassy.org is a resource of and for the Washington D.C. foreign embassy community

The Ethnologue

<http://www.sil.org/ethnologue>

E-mail: www.sil.org/ethnologue/feedback.html

Description: Languages of the World-homepage features a search engine that finds what languages are spoken in a certain country or in what countries a certain language is spoken.

Etiquette International

<http://www.etiquetteintl.com/>

Contact: Hilka Klinkenberg

Phone: (212) 628-7209

Fax: (212) 628-7290

E-mail: hilka@etiquetteintl.com

Description: Etiquette International's website features articles and book recommendations as well as an overview of their services.

Flag Protocol

http://das.dos.state.fl.us/genser/flag_protocol.html

Phone: (904) 922-0234

Description: An informative site regarding the United States flag, United Nations flag and the State of Florida flag.

Flags.net

<http://www.flags.net/>

Contact: Graham Bartram, Director

Phone: +44 1895 673310

E-mail: graham@flags.net

Description: This site contains images of the flags of countries around the world and is maintained by a respected flag expert at the World Flag Database. All original flag drawings were created by Flag Institute Enterprises, Ltd.

Gestures

<http://webofculture.com/worldsmart/index.html>

Description: Web of culture offers professional consulting services and an industry standard certification program in website globalization and cross-cultural communication.

INTERNATIONAL WEB SITES

Global Protocol, Inc.

<http://www.globalprotocol.com>

Contact: Gloria Petersen, Founder and President

Phone: (773) 714-5043

E-mail: Gpetersen@globalprotocol.com

Description: Global Protocol, Inc. provides etiquette training and also recommends books and other materials via their website.

International Association for Medical Assistance to Travelers

<http://www.iamat.org>

Phone: (716) 754-4883

E-mail: info@iamat.org

Description: **IAMAT** is a non-profit membership organization. Since its founding in 1960, **IAMAT** has been a leader in the field of travel medicine, advising travelers about health risks, the geographical distribution of diseases, immunization requirements, sanitary conditions of water, milk and food, and environmental and climatic conditions around the world.

National, Religious and Bank Holidays

<http://www.tyzo.com/tools/holidays.html>

Description: The Web's largest travel directory provides access to information ranging from airlines and travel agencies to Visa and passport information.

Toasting

<http://www.freenet.edmonton.ab.ca/toast/toasting.html>

Description: A Toastmasters International member in Canada provides a guideline to proper toasting.

The Travel Helper.com

<http://www.thetravelhelper.com/>

Description: This website serves as a web portal that can connect one to a variety of travel-related sites either by directory or through a search.

Travel Safety Tips

World Travelers of America

<http://www.worldtravelers.org>

Phone: (508) 432-8846

Fax: (508) 430-2049

E-mail: admin@worldtravelers.org

Description: World Travelers of America (www.worldtravelers.org) is an association for travelers offering information, resources, and discounts designed to make its members' travels safer, easier, and affordable.

Currency Converter

<http://www.x-rates.com>

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Department of State Publication, U.S. Government Printing Office

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Written by Leslie Aguilar and Jack Marchall and Published by the Economic Development Commission of Mid-Florida, Inc.

Office of Foreign Missions (OFM) (Brochure)
Published by the U.S. Department of State Office of Foreign Missions, U.S. Government Printing Office

Protocol Reference Manual
Monica McKellar and Bob Frye for Atlanta Committee for the Olympic Games, 1995

Protocollum Journal of the International Protocol Community (Vol 2, Issue 1)
"Diplomatic Immunity" written by Robin Baker, Published by Protocol Resource and Operations Service

The Vienna Convention on Consular Relations of 1963
United States National Archives Cover designed by Sarah Doyle. Research and organization provided by Sarah Doyle, Jennifer Maki, Tori Mussallem and Elizabeth Porter.

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ERRORS OR UPDATES

If you find any information contained in this directory that is not accurate or out-of-date, please take a moment to complete the form below. You may fax it to the IDC at (904) 630-1937.

Name Title

Company/Organization

Street Address

City, State, & Zip Code

Telephone Number FAX Number

E-mail

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The International Development Commission is provided as a service; no endorsement or recommendation is made of any listing. All reasonable attempts are made to ensure listed information is accurate.



INTERNATIONAL DEVELOPMENT COMMISSION
A DIVISION OF THE JACKSONVILLE ECONOMIC DEVELOPMENT COMMISSION