

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 12 DECEMBER 1979

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FSMs
Dept 17 Pers
Distrib Secs
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Missions
FSM Checksheet
Magazine Article

AN OPEN LETTER TO ALL FSMs

(Ref: HCO PL 11 Dec 79 I DEPARTMENT 17 COURSE
CHECKSHEETS)

As a Field Staff Member you have the rewarding purpose of getting people into Scientology through disseminating. You do this by bringing about an understanding of what Scientology can do thus creating a desire for service.

Now, in order for you FSMs to achieve your purpose and obtain your product, you have to have a local org which has well-presented intro services and an adequate array of Department 17 courses.

Intro services are defined as immediate and fast, free, one evening or ½ to 1 hour services. The successful ones are testing, intro tapes and lectures, information, intro films, Personal Efficiency Intro Lecture and new book sales. These are for raw public, friends, etc. and are used to gain interest and involvement and to get sign-ups for Dept 17 services or even major services.

Dept 17 paid services are those services which give the public what is needed and wanted to handle their ruins. They bring the public up to the recognition that Scientology and Dianetics contain the data needed to handle life.

I'm going to give you the steps that lead up to your need of org services and how you utilize them. It's a little program to follow and if you do these things plus apply the data you have obtained on the SPECIALIST FSM HAT, you will have guaranteed successes as an FSM.

1. You approach the individual.
2. Provide him with some kind of an introductory service.
- 2A. Alternate: Sell him a book.
3. Find his ruin on the spot.
4. Get him onto a Dept 17 course which will handle his ruin.
5. Collect the commission right then and there.
- 5A. Sell him a book.
6. Monitor his progress on his Dept 17 Courses and get him selected for a major service the minute he's ready for one.

An example routine that you would follow as an FSM would be to get the guy down to an intro lecture at your local org and then talk to him and find his ruin and then recommend him right on through a Dept 17 course, collect the commission for the Dept 17 course and then select him up the line - to other Dept 17 courses or a major service.

You must remember that you can always select for a major service or major training as your first option. You may very well encounter individuals who are ready for a major service, after reading a book for example.

FSMs ARE TO DEMAND ORG SERVICES

Now there's a point that must be made here. It is your hat as an FSM to demand these services from the org and it is the org's hat to supply you with the services you are demanding.

If the org doesn't have the course that your selectee needs, you have an alternate. LRH books. You should have a command of what books contain data which will help the person you are handling. You can always sell a book as an alternate because the data will always be in a book.

If you do this handling and a Dept 17 service is still called for, then you must recommend that the course he needs gets offered by the org. This is especially true if you find a particular ruin is coming up with your selectees and is becoming dominant.

If your org isn't providing you with intro and Dept 17 services then go to the org's Distribution Secretary or the Executive Director and tell him what is occurring and what you need. Remember also that you always have recourse through the SO #1 line, so if the org isn't delivering despite going to the above named execs then write to me and I will see that the scene is sorted out but fast!

A working Department 17 that is effective, efficient and upstat can save you endless hours of making sales talks and endless weeks of wasted time with prospects.

TEAM WORK

Intro services and Dept 17 courses are the answer to an FSM's prayers. They are part of your tools and activity.

As much as you need the orgs for these services, the orgs need you, as you're supplying them with their future and don't you let them forget it.

As a team, working towards expansion of Scientology, you can't help but prosper.

L. RON HUBBARD
FOUNDER