

EMBASSY UPDATES

NEWSLETTER FOR U.S. CITIZENS IN KOSOVO



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Embassy Offices— Front Office



The office of the Ambassador, or the Executive Office, is often referred to by personnel as the “Front Office” because it is what the eyes of the world think of as “the Embassy.” In a lot of ways, people are correct. This office is the heart of the Embassy. It is where policy originates, it is most in contact with Washington, D.C., and it represents the United States to both the Government of Kosovo and the representatives of other



Deputy Chief of Mission
Colleen E. Hyland

Ambassador Philip S. Kosnett governments and international organizations in Kosovo. Both the Ambassador and the Deputy Chief of Mission (DCM) have assistants in order to help execute this great responsibility. These assistants are Office Management Specialists (OMSs) and they have extensive experience within the Department of State enabling them to ensure that coordination and cooperation amongst the various sections of the Mission are smooth and efficient.

The two principals have separate, wide-ranging duties to ensure the embassy is consistently working to advance the national interests of the United States and its people. The Ambassador is a diplomatic official who has been appointed by the President and accredited to a foreign government to serve as the highest ranking official representative of the United States. The Deputy Chief of Mission is the second ranking officer at post, often functioning as the chief operating officer to the Ambassador. This person will also step into the role of acting Ambassador, or Chargé d'Affaires, when the Ambassador is out of the country.

The OMSs manage the calendars for both principals, coordinate with the other sections of the embassy to create events and meetings, and ensure that all briefing material is written and in



the correct format to be presented to the principals. They are highly skilled event planners, often tasked with coordinating official representational events and other large embassy functions in addition to their daily duties. Executive OMSs also have the fiscal responsibility of managing representational and travel budgets by keeping track of financial expenditures for these events. In addition to managing the office, these specialists are adept at many other technical skills, such as setting up video and telephone conferences with Washington and other missions. Executive OMSs manage the Protocol section, which is tasked with, among many other things, coordination with the host government and other governments represented in the country. Because of this, Executive OMSs develop and maintain close professional relationships with their counterparts in the host government and other embassies. They are subject matter experts, sounding boards, trusted advisors, and consummate professionals who truly love their jobs. It's no exaggeration to say that they play a large role in keeping the mission running!



Front Office Office Management Specialists Laura Avakian (L) and Sara Pfeffer ®.

Travel Warnings And You

When you travel, check out the [travel website](#) kept by the Department of State. While you're there, look up all you need to know about where you're going to and register with STEP to keep you informed with timely updates.

The U.S. Embassy will be closed on these dates:

Monday, May 27—Memorial Day
Thursday, July 4—Independence Day

Tuesday, June—Eid Al-Fitr
Monday, August 12—Eid Al-Adda

Domino's Pizza, an American Business Delivering Jobs and Smiles

Less than a year ago, Domino's opened its first location in Kosovo. By the end of May, there will be five stores in two cities, an amazing story of growth. Domino's keeps to its 25 minute delivery guarantee through the use of scooters in good weather, with an emphasis on driver safety. It also has table service at all its stores, so people can sit and watch their pizzas being cooked. This restaurant design was pioneered in Australia, and implemented here, is among the most unique in the world. This is essential to the current local market, as only 40% of pizzas are delivered at this time.

Domino's in Kosovo prides itself on fresh ingredients and certified products. In order to grow its local supply chain, it is aiding local businesses in ISO 9000 and other certification processes, resulting in more trust in local businesses overall in Kosovo. Another major reason to bring local suppliers up to standard is the extra paperwork and tariffs the company faces from being located in Kosovo.



For now, local businesses process externally sourced materials. As an example, the pizza flour comes from Austrian wheat, ground and bagged by a local mill. A example of a completely locally produced product is the pizza box, by Miftari Print in Prizren.

Employing more than 70 people, Domino's offers well-above-average salaries and free health insurance. This increases employee retention, and the company tends to promote from within.

Besides adding locations, Domino's is adding items to its menu here. There are some pizzas on the menu created to cater to local tastes; on top of that, pastas have just been introduced and desserts are very popular. Before the end of the year, sandwiches and Haagen Dazs will be added to the selection, making office lunch delivery viable over a wide range of tastes.



How To Get An Apostille

Most of the time, a simple notarial will do. But sometimes, especially in international transactions, an apostille is needed. What's the difference? A notarial verifies that the person signing, really is the person signing, while an apostille verifies that the document is authentic. In other words, a notarial answers the question "who?," and an apostille answers the question "what?"

For documents originating in the United States, ascertain the state that issued the document. There is no federal authority for apostilles except for documents issued directly by the federal government. Contact your state's Secretary of State, which you can find online. Once you find that page, there will be directions on how to get an apostille. [Here](#) is an example from the state of Washington. As you can see, you do not necessarily have to appear in person. It can be done by mail.

If you need a federal document with an apostille, contact the [Office of Authentications](#) to learn the costs and form you need to send to that office.

Road Sign of the Quarter



- a. Uneven surface ahead
- b. Two poached eggs ahead
- c. Camel ahead
- d. Speed bumps ahead

A. Uneven surface ahead.

Free To Marry Statement Now Online

Save yourself some time at the Embassy when you need a Free To Marry statement for your wedding in Kosovo! You can download, print out, and fill in the form before you come in. The form is on our website [here](#). Make your appointment, bring in your filled out form, and you'll be done in next to no time.



Unseen Kosovo - Kosovo's Own Water Buffalo

Before the war, there were more than 50,000 native water buffalo in Kosovo. After the war, there were 10,000. Today, there are less than 1,000, but one company is keeping the tradition of water buffalo raising alive in Kosovo. [Drena Dairy](#) has two farms: one outside Dubrava and one in Drenas, where their factory is located. Drena makes water buffalo cheese sold in markets under the brand name VIDAS; soon they will be selling buffalo milk and other products. They also sell steers for buffalo meat. The business is small, with approximately 200 cows milked on a daily basis, but they are hoping to expand and selectively breed buffalo with better milk production. In order to do this and to expand the current herd, Drena has imported buffalo from Bulgaria. They look a bit different, but are sweet tempered and produce milk well.



The buffalo are well taken care of; their barn is washed out twice daily, and most of the time between milkings they roam out in the pasture. Their handlers say the buffalo love water, and will happily stand in a pond for hours at a time, especially on a hot summer day. If you would like to see the buffalo, the cheese making factory, or find their products in the store, use the link above to contact them. They'd love to share their story.