

Protocol Skills

Mastering Your Protocol Skills in Handling Functions and Events Professionally

PUBLIC WORKSHOP

Workshop Dates
March 16-17, 2010
(Tue-Wed)

Venue
Kuching
Four Points by Sheraton

Workshop Fees
RM 1,450.00
per participant

Early Bird Savings\$

Early Bird Discount
RM 150.00 Discount
per participant
(Pay only RM 1,300.00)

or

Early Bird Group Discount
RM 300.00 Discount
per participant
(Pay only RM 1,150.00)

If you register 3 or more participants from the same Company.

Condition:
To qualify for the early bird discount, payment with registration must be received by 2nd March, 2010



Prior approval by HRDC is required. You may submit the application with this brochure.

Special FREE Gift

Vouchers/Discounts Worth over RM 5000



Each Participant will receive a complimentary copy of **My Privilege Book** worth RM 35.00

INTRODUCTION

This Protocol Skills course gives the participants a basic introduction to Malaysian Protocol Practices which every person who handles functions or is involved in such activities has to have the knowledge of it to ensure its success. It covers topics which gives us some guidelines when dealing with Royalty and International and local Dignitaries and ordinary guests i.e. people they are always in contact with in their daily routine as people working in the hospitality industry.

This highly engaging and practical workshop will equip Meeting and Event Planners, Protocol Officers and staff in the hospitality or MICE industry as well as any public and private sector personnel with in-depth study on protocol skills.



WORKSHOP OBJECTIVES

At the end of this practical workshop, participants will:

- Acquire the basic knowledge and principles on Malaysian Protocol Practices;
- Boost their confidence in handling protocol matters ranging from organizing a function to meeting Royalty or Dignitaries, be they locals or foreigners; and
- Ensure that functions organized go on as planned without sacrificing basic protocol guidelines which may cause embarrassments to the organizations they work for.

WORKSHOP OUTLINE

DAY ONE

Session One

1. General protocol guidelines
2. Malaysian protocol practices
3. The Agong, Rulers and Governors Order of Precedence

Session Two

4. Federal Order of Precedence
5. Flags Arrangements

Session Three

6. Where to refer when in doubt or when advice is required
7. Honours and Awards that carry with it Honorifics

Session Four

8. Forms of Address
9. Forms of Greetings

DAY TWO

Session Five

10. An introduction to International Protocol
11. Royal Protocol
12. Court Language
13. Table and Seating arrangement

Session Six

14. The Dos and DON'Ts when having Royalty / Distinguished guests in attendance
15. Things to take note of when a function is held at the hotel

Session Seven

16. Practical sessions on seating and table arrangements

Session Eight

17. Presentation by course participants and rounding-up by the course facilitator

WHO SHOULD ATTEND?

This practical and skill-building workshop is specially designed for anyone who has to handle protocol and deal with Royalty and other dignitaries when carrying out their duties.

- Protocol & Public Relations Officers in the public and private sectors
- Hospitality and MICE industry Executives
- Meetings and Event Planners
- Corporate professionals who attend function in the business arena domestically or abroad
- Military and academic personnel

**PARTICIPANT'S
FEEDBACKS**

- The Course Facilitator, Encik Omar bin Baba teaches very well, because he teaches based on actual experience instead of theory, but his teaching is guided by the general theory.
- Overall this training is very good and gives me knowledge to become good protocol officer.

From the Public Seminar Organized by Hexcel in November 2009, Kuching



**In-House Training
Available**

Contact Us for Details.

ABOUT HEXCEL

Hexcel is the pioneer HRD training provider in Sarawak and have been meeting the training & development needs of all level of employees from diverse industries in 20 countries since 1987.



HEXCEL
Maximizing Human Excellence

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LEARNING APPROACH

Our approach strives to be **highly interactive** based on adult learning training methodologies:

- Short lectures to teach concepts and principles
- Live demonstrations with role-plays and practical sessions to reinforce learning
- Group discussions
- Ongoing Question and Answers with peer sharing



WORKSHOP FACILITATOR

OMAR BIN BABA S.S.A.; K.S.D.; A.M.N.

**Protocol Consultant
Hexcel's Associate Trainer**

Encik Omar Baba brings in-depth knowledge and skill to the protocol and etiquette industry with more than two decades of operational protocol and educational development. Omar has presented seminars and briefings to corporate and government executives, academia and numerous government and industry organizations.

He served as the Assistant Grand Chamberlain at the National Palace (Istana Negara) for 13 years handling protocol and ceremonial matters and organizing functions and activities involving both Their Majesties The Yang di-Pertuan Agong and The Raja Permaisuri Agong as well as Heads of States, Heads of Governments (Prime Ministers & Ministers), High Commissioners, Ambassadors and other local and foreign dignitaries.

Omar has facilitated protocol trainings for 25 hotels and resorts nationwide in addition to private institutions and Government Departments and agencies.

Some of his clientele include The Prime Minister's Department, Maktab Pegawai Kanan Polis Diraja Malaysia, Ministry of Higher Education, Institute of Diplomacy & Foreign Relations (IDFR), Maktab Jabatan Kastam Diraja, Tenaga Nasional Bhd, Utusan Malaysia Bhd, MAS Academy, Sunway Group, SIRIM, Petrosains, Kuala Lumpur Convention Centre, and many, many more.

REGISTRATION FORM

We nominate the following person/s for **"Protocol Skills"**

Kuching: March 16-17, 2010 (Tue-Wed) @ Four Points by Sheraton

1.	Name	_____	Position	_____
2.	Name	_____	Position	_____
3.	Name	_____	Position	_____
Company		_____		
Address		_____		

Nominating Office:

Name	_____	Position	_____
Tel	_____	Fax	_____
Email	_____		
<i>Payment:</i>			
Amount:	_____	Cheque No:	_____
Date		Signature & Company Stamp	

Disclaimer

Hexcel reserves the right to change the speaker, date and venue or to cancel the program should circumstances beyond the company control arise. Hexcel also reserves the right to make alternative arrangements without prior notice should it be necessary to do so.