

# MASTERING YOUR PROTOCOL SKILLS

For the most in-depth study of protocol for Meeting Planners, Protocol Officers, Event Planners or anyone interested in the subject! There will be in-depth discussions on current norms and the proper way to handle any situation you come across!



**OMAR BIN BABA**

**Professional Protocol Consultant**

Armed with more than two decades of operational protocol and educational development, Mr. Omar Baba brings in-depth knowledge and skill to the protocol and

etiquette industry. Omar has presented seminars and briefings to corporate and government executives, academia and numerous government and industry organizations. Some of his clientele include The Prime Minister's Department – The Ceremonial Division & International Conference Secretariat, Maktab Pegawai Kanan Polis Diraja Malaysia, Ministry of Higher Education, Ministry of Youth and Sports, Institute of Diplomacy & Foreign Relations (IDFR), Ministry of Foreign Affairs, Ministry of Foreign Affairs (Wisma Putra), Putrajaya, Maktab Jabatan Kastam Diraja, Tenaga Nasional Berhad, Kuala Lumpur, Utusan Malaysia Berhad, Malaysia Airlines Academy, The Sunway Group, UMW Toyota Motors (M) Berhad, Sirim Training Centre, Petrosains Sdn. Bhd., Kuala Lumpur Convention Centre (KLCC) and many, many more. Omar has also facilitated protocol trainings in more than 20 hotels and resorts nationwide.

**DATE** :19th February 2008 (Tuesday)

**VENUE** :BUKIT JALIL GOLF & COUNTRY RESORT

**TIME** :9.30am—5.30pm

**COURSE FEES** : RM480 per pax only!  
Group discount : RM400 per pax (for two (2) or more participants)

## Methodology

Our approach strives to be **highly interactive** so that participants grasp new concepts in a fun and safe-learning environment. Our training methodologies include:

1. Short lectures
2. Live demonstrations
3. Role-plays
4. Case Studies
5. Activities and Group Exercises
6. Group discussions
7. Idea-sharing and feedback from the facilitators

## Who Should Attend

- Protocol & etiquette consultants
- Hospitality industry executives
- Corporate professionals who attend function in the business arena domestically or abroad
- Administrative support staff working for international companies, organizations, or academic institutions.
- Special event consultants
- Government protocol officers
- Military and academic personnel
- Individuals who want to become more polished and confident, more savvy and gracious hosts/hostesses



### 1. AN INTRODUCTION TO MALAYSIA PROTOCOL PRACTICES

- ♦ What is Termed as Malaysian Protocol?
- ♦ Why is it different from The British System?
- ♦ Protocol In The Malaysian Context for Royalty, Federal dignitaries, State dignitaries, International dignitaries, the Police & the Military

### 2. GENERAL PROTOCOL RULES

- ♦ General Protocol Guidelines to be followed when organizing an event
- ♦ Seating formats
- ♦ Table arrangement formats
- ♦ Dress code for different kinds of functions

### 3. TERMS OF REFERENCE

- ♦ Where do we refer to when advice is needed on matters pertaining to Royalty, other dignitaries, International dignitaries, State dignitaries; Police and Military dignitaries

### 4. AN INTRODUCTION TO ROYAL / FEDERAL / INTERNATIONAL PROTOCOL

- ♦ The Federal Order of Precedence
- ♦ The Agong List
- ♦ The Agong, Rulers and Governors List of Precedence

### 5. FORMS OF GREETING

- ♦ When greeting and when addressing Royalty and other dignitaries
- ♦ When delivering a speech, on banners, in advertisement, on event boards, on backdrops

### 6. ARRANGEMENT OF FLAGS & PHOTOGRAPHS

- ♦ How do we determine the precedence?
- ♦ How do we ensure that the flags are not flown upside down?
- ♦ When do we re-arrange the flags?
- ♦ How do we arrange the Agong's and the Rulers' photographs, Governors' photographs, Prime Minister's and the Menteri Besar's or Chief Ministers' photographs?

### 7. THE DO'S AND DON'Ts IN THE PRESENCE OF ROYALTIES & DIGNITARIES

### 8. ORGANIZING A FUNCTION

- ♦ Things to take note of before, during & after a function
- ♦ The Invitation List, Invitation / reply cards
- ♦ The souvenir program book
- ♦ The seating arrangement & formats
- ♦ Holding / ante-room
- ♦ "pre-dinner drinks"
- ♦ Common problems encountered
- ♦ The role of Usherettes & Receptionists

### 9. COURT LANGUAGE

- ♦ The need to know basic Court words
- ♦ Some common court words used

### 10. AN INTRODUCTION TO INTERNATIONAL PROTOCOL

- ♦ Needed when we have foreign dignitaries
- ♦ Commonly used terms when we have foreign dignitaries
- ♦ The role of the Ministry of Foreign Affairs
- ♦ Ambassadors & High Commissioners

## PRACTICAL SESSION

- Arrange a guest list provided according to their seniority.
- Prepare a determined seating format
- Make a presentation to the class
- Conduct role plays on how to greet royalties and other VVIP guests

For Registration, please contact

**Trainers Asia Sdn. Bhd.**

32-3, Jalan 14/22, Right Angle,  
46100 Petaling Jaya, Selangor.

Tel: 03-7958 6318 Fax: 03-7958 2318

E-mail: alanhoo@trainers-asia.com,  
rogerho@trainers-asia.com

Website: www.trainers-asia.com

# Mastering Your Protocol Skills

## Registration Policy

Payment can be made by cash or using crossed cheque/ bank draft / money order made payable to 'Trainers Asia Sdn Bhd', 2 weeks prior to the date of the programme. Otherwise we have to treat your registration(s) as unconfirmed.

## Replacement or Cancellations

Replacement of participant(s) is allowed provided that Trainers Asia is notified in writing of the name and designation of the new participant(s) at any time prior to commencement of the course. Payment is non-refundable if cancellation occurs 14 days prior to workshop.

## Non-Attendance

If a participant fails to attend a course, the course fees will not be refunded nor allocated to another course.

## Group Discount

An organization sending two (2) or more staff members to attend the same course held on the same day is entitled the group discount.

## Disclaimer

### Change of course date, course leader or venue

We reserve the right to make alternative arrangement to the above without prior notice to participants. Nevertheless, every effort will be made to inform the participants of these changes.

### Additional expenses

We shall not be responsible for any extra expenses incurred by any participant(s) while attending the course.

## How did you know about this course?

Please tick (  ) where applicable.

(  ) From Trainers Asia email notification

(  ) From Datacraft email notification

(  ) From Colleague, Management, HR or Training Department

Others:

\_\_\_\_\_

For office use only:

Date of form received:

Date of payment received:

## REGISTRATION FORM

Name (as per IC) .....

Designation .....

NRIC No (required) ..... [  ] Male [  ] Female

Telephone ..... Fax .....

Mobile .....

E-mail .....

Name (as per IC) .....

Designation .....

NRIC No (required) ..... [  ] Male [  ] Female

Telephone ..... Fax .....

Mobile .....

E-mail .....

Company .....

Address .....

Company Website .....

E-mail .....

Telephone ..... Fax .....

## PAYMENT DETAILS

Enclosed is cheque/ bank draft/ money order/ telegraphic transfer note

(No. ....) for RM ..... date .....

Cheques should be crossed and made payable to 'Trainers Asia Sdn Bhd'. Please include bank charges/ commissions for outstation cheques. All transfer should be made to the account below.

Account Number : 3143548500

Bank : Public Bank Berhad

Branch : Section 14, Petaling Jaya

Please send a copy of your transfer to the Program Coordinator. The Program Coordinator will send an acknowledgement upon receipt of payment.

I, the undersigned, have read and understood the Registration Policy and accept the terms contained therein.

Signature: .....

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