

Protocol, Etiquette and Official Hospitality

Sales and Marketing

Course Overview

Protocol, Etiquette and Official Hospitality: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in Protocol, Etiquette and Official Hospitality
- Apply practical tools and techniques for Protocol, Etiquette and Official Hospitality in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Protocol, Etiquette and Official Hospitality in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

Course Outline

1. Setting the scene: Protocol, Etiquette and Official Hospitality in today's organisation
2. Key concepts and the language of Protocol, Etiquette and Official Hospitality
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Protocol, Etiquette and Official Hospitality with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
28 Sep to 2 Oct 2026	Pretoria	\$1,550
12 to 16 Oct 2026	Gaborone	\$1,550
19 to 23 Oct 2026	Kigali	\$1,650
2 to 6 Nov 2026	Online	\$800
9 to 13 Nov 2026	Cape Town	\$1,395
23 to 27 Nov 2026	Lusaka	\$1,450
30 Nov to 4 Dec 2026	Maputo	\$1,550

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.