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ADMINISTRATION AND SECRETARIAL | AS-028

Executive Office Protocol and Visitor Management

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Course content

Why Attend

Executive offices regularly host senior officials, board members, international delegations, investors and other important guests. The way these visitors are received, accommodated and supported reflects directly on the leadership and the organisation.

This Executive Office Protocol and Visitor Management training course equips administrative professionals with the knowledge and skills to plan and manage high-level visits with confidence. Participants learn the principles of business and official protocol, order of precedence, forms of address, seating arrangements, gift exchange, cultural considerations and meeting etiquette.

Course Methodology

• The course combines practical briefings with demonstrations, seating and precedence exercises, cultural case studies and a full simulation of planning and hosting a VIP delegation visit. Participants receive feedback on both planning documents and interpersonal conduct.

Course Objectives

• Explain the principles and purpose of business and official protocol

• Apply correct forms of address, titles and order of precedence

• Plan and coordinate VIP visits, delegations and executive meetings

• Arrange seating, flags, place cards and meeting rooms appropriately

• Manage gifts, hospitality and cultural considerations respectfully

• Operate secure and efficient visitor management processes

Target Audience

• Executive assistants and executive secretaries

• Protocol and public relations officers

• Office managers in executive offices

Course content

- Receptionists serving senior leadership

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Course outline

Detailed course outline

Day-by-day outline for Executive Office Protocol and Visitor Management.

Day 1 - Foundations of Protocol

- 09:00-09:30 | Purpose of Protocol: Respect, order and smooth relationships
- 09:30-10:00 | Business Versus Official Protocol: Key differences
- 10:00-11:00 | Order of Precedence: Principles and practical application
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Titles and Forms of Address: Written and spoken conventions
- 12:00-12:30 | The Executive Office Image: Professional standards and conduct
- 12:30-13:00 | Protocol Mistakes and Their Consequences
- 13:00-14:00 | Exercise: Preparing a precedence list for a mixed delegation

Day 2 - Planning High-Level Visits

- 09:00-09:34 | Visit Planning Process: Objectives, programme and responsibilities
- 09:34-10:08 | Briefing Notes: Visitor profiles and key messages
- 10:08-10:42 | Logistics: Travel, accommodation, transport and accompanying staff
- 10:42-11:00 | Meeting Rooms and Equipment: Preparation checklists
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Meeting Rooms and Equipment: Preparation checklists (continued)
- 11:46-12:20 | Coordination with Security and Reception Teams
- 12:20-12:53 | Contingency Planning: Delays, cancellations and changes
- 12:53-14:00 | Workshop: Building a complete visit programme

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Day 3 - Meetings, Seating and Hospitality

- 09:00-09:34 | Seating Plans: Meetings, conferences and formal dinners
- 09:34-10:08 | Flags, Place Cards and Name Badges: Correct arrangements
- 10:08-10:42 | Hospitality Standards: Refreshments, meals and dietary needs
- 10:42-11:00 | Gift Exchange: Selection, presentation and policy compliance
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Gift Exchange: Selection, presentation and policy compliance (continued)
- 11:46-12:20 | Photography and Media: Managing public moments
- 12:20-12:53 | Interpreters and Multilingual Meetings
- 12:53-14:00 | Practical Exercise: Seating plan for a formal dinner

Day 4 - Cultural Awareness and Etiquette

- 09:00-09:30 | Cultural Dimensions: Communication, hierarchy and time
- 09:30-10:00 | Regional Etiquette: Greetings, dress and hospitality customs
- 10:00-10:30 | Religious and Dietary Considerations
- 10:30-11:00 | Non-Verbal Communication Across Cultures
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Avoiding Offence: Sensitive topics and behaviours
- 12:00-13:00 | Building Rapport with International Visitors
- 13:00-14:00 | Case Study: Recovering from a cultural misunderstanding

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Day 5 - Visitor Management and Discretion

- 09:00-09:30 | Visitor Management Systems: Registration, badges and records
- 09:30-10:00 | Security and Access Control for Senior Leaders
- 10:00-10:30 | Confidentiality: Handling information, documents and conversations
- 10:30-11:00 | Managing Unexpected Visitors and Difficult Situations
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Post-Visit Follow-Up: Thank-you letters and action points
- 12:00-13:00 | Personal Action Plan: Strengthening protocol practice
- 13:00-14:00 | Simulation: Hosting a VIP delegation from arrival to departure

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Seminar dates

Available seminar dates

Live dates and pricing for Executive Office Protocol and Visitor Management generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Vienna	Classroom	**€3,425**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Executive Office Protocol and Visitor Management generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Amsterdam	Classroom	**€3,215**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Cape Town	Classroom	**€1,825**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Dubai	Classroom	**€2,845**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Executive Office Protocol and Visitor Management generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Geneva	Classroom	**€3,315**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Kuala lumpur	Classroom	**€2,425**

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Seminar dates

Available seminar dates

Live dates and pricing for Executive Office Protocol and Visitor Management generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Madrid	Classroom	**€3,400**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Date	Location	Format	Fee
4 - 8 October 2027	Paris	Classroom	**€2,810**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Rome	Classroom	**€2,830**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Vienna	Classroom	**€3,425**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Executive Office Protocol and Visitor Management generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**