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COURSE BROCHURE

Protocol Office Procedures and Official Correspondence Training Course

23 – 27 November 2026
Madrid

Protocol Office Procedures and Official Correspondence Training Course

Ref: 754_28382 **Date:** 23 – 27 November 2026 **Location:** Madrid **Fees:** 5600 GBP

Protocol Office Procedures and Official Correspondence is a 1-week training course for protocol officers and executive office staff who handle letters, invitations, precedence and official visits, and who leave with a protocol office handbook. Senior offices receive more delegations, more digital correspondence and more scrutiny of every courtesy extended. Jupiter Prime Training delivers this course on Protocol Office Procedures and Official Correspondence.

Why Protocol Office Procedures and Official Correspondence Matters Now

Three forces shape the protocol desk today. Visiting delegations arrive at shorter notice, executive offices answer through email and messaging as well as formal letters, and leaders expect courtesy that reflects the standing of every guest. Getting these right protects relationships, while an office that improvises risks misplaced titles in letters to senior guests, contested seating at dinners and gifts that breach internal rules. The course rests on the Vienna Convention on Diplomatic Relations VCDR and the Vienna Convention on Consular Relations VCCR.

Who Gains Most from Protocol Office Procedures and Official Correspondence

- Officers who draft and dispatch invitations, letters and notes on behalf of a principal
- Staff who maintain the precedence list and seating arrangements for official functions
- Coordinators who receive delegations and prepare visit briefs for their executives
- Executive office staff who log, approve and record gifts given and received
- Liaison staff who keep contact registers and forms of address current

A protocol office sending several members together gains most, agreeing one house style.

Protocol Office Procedures and Official Correspondence Capabilities

Participants turn scattered habits of the protocol desk into written, repeatable procedures that any colleague can follow.

- Draft formal letters, notes verbales and invitations in a consistent house style — the principal and recipient offices
- Apply correct forms of address and honorifics to ministers, ambassadors and executives — every outgoing message
- Build and maintain a precedence list for mixed official guests — seating and receiving line decisions
- Design a gift register with acceptance and declaration steps — the integrity and audit function
- Assemble an official visit brief covering agenda, guests and sensitivities — the receiving executive
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Specify desk procedures and checklists for a protocol office handbook — new and existing staff

Key Protocol Office Procedures and Official Correspondence Terms

- Note verbale — a formal third-person communication between missions or ministries, unsigned and sealed, used for routine official business.
- Order of precedence — the ranked sequence of official guests that decides seating, speaking order and arrival at a function.
- Form of address — the correct title, honorific and salutation used when writing to or introducing a dignitary.
- Visit brief — a concise file for an executive covering the guest's profile, agenda, talking points and sensitivities.
- Gift register — a record of official gifts given and received, with value band, approval and final disposal.
- House style — the agreed layout, wording and format conventions every letter from an office follows.

Protocol Office Procedures and Official Correspondence Day by Day

Day 1: The Protocol Office and Its Mandate

- Protocol Office Mandate Statement — Scope of Services for the Principal
- Vienna Convention Principles — Courtesies Owed to Missions and Consular Posts
- Stakeholder Map of Internal Offices — Who Requests and Approves Protocol Support
- Request Intake Form — Prioritising Competing Calls on the Protocol Desk
- Protocol Calendar of Recurring Functions — Forward Planning of Office Workload

Day 2: Official Correspondence and House Style

- House Style Guide for Letters — Consistency Across Every Outgoing Document
- Note Verbale Structure and Courtesy Formulas — Formal Exchanges With Missions
- Invitation Cards and Reply Requests — Wording for Official Functions
- Email and Messaging Etiquette for Executive Offices — Speed Versus Formality
- Correspondence Log and Approval Route — Tracking Sign-Off and Dispatch

Day 3: Forms of Address and Precedence Lists

- Forms of Address Reference Table — Titles for Ministers, Envoys and Executives
- Honorifics in Bilingual Correspondence — Matching Arabic and English Titles
- Precedence List Construction — Ranking Mixed Government and Corporate Guests
- Seating Plans for Dinners and Meetings — Resolving Rank Conflicts Discreetly
- Contact Register Maintenance — Keeping Names, Posts and Titles Current

Day 4: Gifts, Visits and Briefings

- Gift Acceptance and Declaration Rules — Integrity Limits for Officials
- Gift Selection Matrix — Cultural Fit, Value Band and Symbolism
- Official Visit Timeline From Request to Departure — Coordination Milestones
- Visit Brief Template and Talking Points — Preparing the Receiving Executive
- Airport, Arrival and Farewell Procedures — Roles of the Escort Officer

Day 5: Practising the Protocol Office Handbook

- Correspondence Simulation With Live Corrections — Testing the House Style Guide
- Precedence and Seating Exercise for a Mixed Delegation — Peer Critique
- Visit Brief Drafting Under Time Pressure — Healthcare and Energy Cases
- Desk Checklists and Escalation Rules — Handling Late Changes and Errors
- Protocol Office Handbook Assembly — Procedures, Templates and Registers Combined

Applying Protocol Office Procedures and Official Correspondence After the Course

- Audit recent outgoing letters against the house style guide and correct the templates
- Use the visit brief template and precedence list for the next delegation

Protocol Office Procedures and Official Correspondence Questions FAQ

What is Protocol Office Procedures and Official Correspondence and why does it matter now?

It is the daily craft of running a protocol desk: letters, titles, precedence, gifts and visit briefs. It matters now because delegations arrive faster and every courtesy is visible.

Which roles gain most from Protocol Office Procedures and Official Correspondence?

Protocol officers and executive office staff gain most. That includes those who draft letters, keep precedence lists or receive delegations, in public bodies and companies.

How does Protocol Office Procedures and Official Correspondence differ from a diplomacy or event protocol course?

It focuses on the office desk rather than statecraft or ceremony staging. It covers the procedures, registers and templates a protocol office uses daily.

What do you bring back from Protocol Office Procedures and Official Correspondence?

You bring back a protocol office handbook. It holds a house style guide, forms of address table, precedence list method, gift register and visit brief template.

Protocol Office Procedures and Official Correspondence: The Way Forward

The protocol office handbook first informs how the next official letter and the next delegation are handled. Protocol and escort staff use it as a shared reference, from a hospital board visit to an energy company signing. After its first real use, revisit the precedence rules and gift limits with the wider office.