



**AB-CONSULT**  
**College of Economics and Business Studies**  
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## Short course on “ **Secretarial Management Protocol & Etiquette.**”

**FEES:** TZS 750,000/=

**DATE :** 27<sup>th</sup> February to 3<sup>rd</sup> March, 2023

**LOCATION:** CoEBS Conference Room, SUA MOROGORO

**DEADLINE:** 20<sup>TH</sup> February, 2023

### **COURSE CONTENT**

- ❖ Overview of Secretaries post
- ❖ Behavior of secretaries
- ❖ Professional ethics of secretaries
- ❖ Understanding secretarial management skills
- ❖ Understanding protocol and etiquette
- ❖ Diplomatic protocol
- ❖ Protocol of receiving a VIP in office
- ❖ Presidential protocols
- ❖ Understand and demonstrating etiquette
- ❖ Office etiquette
- ❖ Business etiquette
- ❖ Party etiquette

**MODE OF PAYMENT:** Payment should be made to the Control no. that will be offered under

**BANK:** CRDB  
**ACCOUNT NAME:** AB-CONSULT  
**ACCOUNT NUMBER:** 0150358085700

### **Who Should Attend?**

Management Assistant, Office administrators, and secretaries in Legal, Medical, Tourist, Receptionist and frontline staff from all sectors; Practitioners in non-governmental organisations and any other professionals in private or public sectors.

#### **Expected Learning Outcomes**

- Be able to put to work protocols.
- Be able to apply the right etiquettes.
- Put to work golden rules of a good secretary
- Demonstrate professional ethics in front desk
- Prepare a meeting with VIP delegates needing protocols
- The best way to present the image of the organisation.

*Certificate will be offered*

**FOR REGISTRATION**

Pay fees before the deadline

Confirm by emailing to [abconsult@sua.ac.tz](mailto:abconsult@sua.ac.tz)

Contact Person

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