



Wailing Women Worldwide

# International Conference Training For the Nations

Step Up and Be Equipped To Serve





# THE WORK OF PROTOCOL OFFICERS IN A CONFERENCE SETTING

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## **Training Objectives/ Outcome/Targets:**

1. To raise teams of competent, warm and courteous protocol officers for the work of Wailing Women Worldwide in Nations.
2. To inculcate in protocol officers the passion and zeal for kingdom service.
3. To ensure that specially invited guests, resource persons and delegates are properly served during Wailing Women Conferences, Leadership Summits, Seminars and other events.

# Arms of the Protocol Department

- ▶ There are three arms of the Protocol Department
  1. The Airport Shuttle
  2. The Protocol for Nations
  3. The Protocol for Specially invited Guests and Special Guest Speakers.

# INTRODUCTION

- ▶ Protocol Officers may be likened to the **front windows** or **image makers** of their organization. Among other things they have a duty to **interact with the audience at any particular event and to ensure that people invited from all segments of society are properly served.**

## PROTOCOL 3

PROTOCOL 3 is one of the Protocol arms of Wailing Women Worldwide. As the King's chamberlains, this department is in charge of the King's business as true representatives of the Kingdom of God. In order to efficiently and effectively carry out our task, we have protocol officers whose duty is to take care of all the **guest speakers** and **resource persons** invited to our conferences. There are specific protocol officers who take care of all the **foreign delegates** in our conferences.

## Training Requirements:

- ▶ Listening ears and an ability to pick up signals very quickly
- ▶ A heart to serve
- ▶ A willingness to smile
- ▶ An attitude of humility
- ▶ Patience

**What does the  
work of protocol  
involve?**

# **The Work of the airport Shuttle Sub-Unit**

## The Airport Shuttle

- ▶ This unit has trained officers who go to the airports, train stations, sea ports etc, to wait for our specially invited guests and attend to them on arrival.
- ▶ This team goes armed with refreshments (drinks, water in coolers, snacks, fruits etc) to receive guests and take them to their hotels/lodging place.

# The Work of Protocol Officers attached to Nations (Foreign Delegates)

- ▶ **Protocol Officers in this unit do the following:**
- ▶ Liaise with Team Leaders to know the date of arrival/departure of delegates from nations
- ▶ Liaise with Protocol 2 unit (Airport shuttle) and the transport department to make sure delegates are picked-up on arrival and taken to the conference venue/hotel
- ▶ Ensure they are well taken care of throughout their stay

# **The Work of Protocol Officers in a Conference setting**

## **PROTOCOL 1 UNIT**

Attending to Special Guests, Guest Speakers and Delegates from foreign nations as well as people from the host nation at the conference

## **Qualities of Good Protocol Officers**

- ▶ courtesy
- ▶ Good Grooming
- ▶ Ability to speak well
- ▶ Patience
- ▶ Good listening skills

## **The Work of Protocol Officers in charge of Guest Speakers and Special Guests**

- ▶ Protocol Officers in this unit work in tandem with the officers in the other two arms to:
- ▶ Get information from the leader of the Airport Shuttle Team concerning the arrival and departure time of guest speakers.
- ▶ Find out where guest speakers will be lodging throughout the conference - ie are they going to be lodged in hotels or private homes?

## **The Work of Protocol Officers in charge of Guest Speakers and Special Guests**

- ▶ The vehicle to be used to carry these special guests and guest speakers are in perfect condition with enough fuel before the arrival of the guest speakers.
- ▶ They go to the point of arrival of your guest speaker with bottled water and fruit juice as a welcome pack.

# **The Work of Protocol Officers in charge of Guest Speakers and Special Guests**

- ▶ Welcome the guest speakers with a smile on your face and introduce yourself.
- ▶ Pick up the guest speaker on time from the airport, train station or any designated point of arrival and take him/her to the hotel.

## **The Work of Protocol Officers in charge of Guest Speakers and Special Guests**

- ▶ Ensure there is enough water, fruits, fruit juice, biscuits and nuts in their hotel room.
- ▶ Give conference materials to the guest speaker including a copy of the conference handbook or programme schedule with their name tag and find out when to pick them up to the conference hall.

## **The significance of the work of the Protocol Department**

- ▶ As dutiful and diligent protocol officers, you must realise that:
- ▶ You are the first official representative of Jesus Christ to those who are attending your conference.
- ▶ You may be the only individual contact with some first time visitors to your organisation – Wailing Women Worldwide
- ▶ Throughout the conference, your function cannot be replaced or omitted. So be ready to serve at all times.

# **The significance of the work of the Protocol Department**

- ▶ You are an extension of God's hand to all the conference delegates; so reach out and serve people in love and humility
- ▶ You are a watchman at the gate; so watch the gates diligently.
- ▶ You symbolise order, firmness, and rational behaviour: so don't panic. Be calm and collected at all times.

- ▶ You are on duty to check intruders and unauthorised persons from gate crashing into the program.
- ▶ Be on the lookout for troublemakers
- ▶ You are a kingdom usher to all—great and small, rich and poor. Welcome people warmly.
- ▶ You are an example in comportment and good behaviour
- ▶ Be elegant. Carry yourself with dignity.
- ▶ Listen to the complaints people make and try to sort things out for them without attracting attention to yourself.
- ▶ Mind what you say and say what you have to say in a nice way

# CONCLUSION

- ▶ You cannot really quantify the benefits of doing your work with a proper heart, attitude such as giving visitors invited to your conference a warm welcome and an encouraging smile.
- ▶ A warm reception is capable of changing the course of some people's lives.
- ▶ The protocol officer should remember that people are in need of warmth, acceptance and encouragement, which can be conveyed by a hearty greeting and a good hand shake. Give it to them with a smile from the depths of your heart.
- ▶ In whatever you do, you must always aim to present a proper image of our organization and the God we serve. Remember, you are a critical key in opening the visitor's eyes and introducing them to Wailing Women Worldwide.
- ▶ The manner of greeting and seating a delegate may affect how well that delegate receives the message. It may have a definite bearing on his/ her decision to accept or reject the invitation to attend our conference at another time.



Be a dutiful, faithful and excellent protocol officer and serve the Lord with gladness. A mighty reward awaits you in the name of Jesus Christ our Lord.

**Thank You.**