



## Hospitality Protocol

Almost in every celebration, reception, meeting, or occasion, hospitality is a must from the side of host in recognition for the guests. In the Kingdom of Saudi Arabia, hospitality is an Islamic duty that Prophet Mohammed (Peace be upon him) said, “whoever believes in Allah and the Last Day, should entertain his guest generously.” Also, it is linked closely to the Authentic Arab Culture and the ancient traditions. Welcoming Official Guests in Saudi Arabia starts with Arabic coffee and dates where it becomes an essential part of every protocol and ceremonies in the Saudi Arabia. So, the first and the last thing guests do during official and non-official visits is drinking Arabic Coffee .

### Reception Ceremony

- Arabic coffee is served standing upon the guest's arrival at the main entrance of the reception area in case the visit is an inspection tour.
- Served in the seating area, whether the reception office, the office or the meeting hall in the event that the visit is to an office or attend a meeting or event.
- Coffee is served in white cups poured from gilded container “Dalal”, and the person who serves it stands up by holding the Dallah with the left hand, and coffee is served with the right hand at a level not exceeding one third of the cup.
- The coffee provider starts with the guest or the patron of the occasion, then on his right. If there are multiple coffee providers, the coffee is served to the guest and host at the same time.
- It is recommended to serve dates with coffee, taking into account the high quality, and to be separated from each other to facilitate their pickup, with an emphasis on serving them in sticks, and replacing the kernel with a filling of appropriate nuts.
- Water bottles are arranged in advance to be on the side tables of the guest seat, or in front of them at the meeting table, next to a glass cup covered with a paper lid. It is desirable that the glass capacity (0.33liters).



- For long-term meetings and events, it is advisable to serve sugar-free tea (sugar cubes are placed at guests' fingertips, preferably laminated and a small plate should be placed in the side serving table to place the wrap after opening).
- When serving chocolates, they must be wrapped in a suitable tray on the table, and must not be incomplete or previously used (a small plate must be placed in the side serving table to place the wrap after opening)
- Before the end of the extended meetings, it is recommended to offer a variety of fresh juice (it is advisable to consult the nutritionist with the types of juices suitable for long meetings).

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- All dining hall tables are covered with a white lid and no more than half or two-thirds of the sides of the table hang.
  - Place the main plate in the center, away from the edge of the table.
  - The edge of the handles of knives, forks and spoons should be no more than 5 cm away from the edge of the table. The main (official) table components are described as follows:
  - The waiter starts with the guest of honor and then who sits to his right, and so on in order of precedence. The general rule is that there should be two waiters for every 8 to 10 invitees.
  - Three or four main items are usually served after salads and appetizers; the first is fish, followed by two types of meat. The guest's eating habits must be taken into account when preparing food, such as being vegetarian, allergic to a specific type of food, or following a diet, and in the event that the guest does not know this, try as much as possible to make the dishes varied, and it is advisable to add a local dish of traditional popular dishes.
  - After serving consecutive items, the host usually gives a short speech. In turn, the guest responds with a word of thanks and appreciation.

- Serve the dessert and fruit ,with a small crystal bowl) finger bowl (with water and floating on top of the surface a rose leaf ,a slice of lemon ,or drops of rose water to dip the fingertips after eating the fruit.



Official parties have protocols and principles that must be known and applied with precision and attention. There are many invitation ceremonies for parties, and they can be summarized in two types:

- Official invitations are highly ceremonial to parties held by official figures or diplomatic missions, and are dominated by the official nature, as they are usually in honor of senior figures.
- Ordinary (informal) invitations are part of the events accompanying a conference or meeting to which all participants are invited and do not have a formal status.
- Whether it is a formal or regular invitation, there is a set of general rules that must be followed, namely:
- A statement of acceptance or apology for attendance, where the invitation card writes the mechanism of response, and the invitee must take the initiative to send his response as quickly as possible, because the delay may cause confusion to the inviter, and is considered an unacceptable behavior. If the invitation is oral, the direct verbal response to the invitation is sufficient. At tea and cocktail parties, they often don't need to be answered.



- It is not permissible to apologize for the invitations of the King or the Head of State except in force majeure, and the timing specified for the invitation must be strictly adhered to, as no one is allowed to enter after his arrival, and no one is allowed to leave before his exit.
- It is customary to specify in the invitation card the type of dress code in which he is required to attend, so that one of the invitees does not fall into embarrassment if he attends in inappropriate dress for the occasion.
- It is never permissible to sit at the table before the host has authorized, or to change the seats or name tags on them.
- Identify those who participate in the same table before sitting down as much as possible, avoid extending hands and shaking hands sitting from above, or through the dining table with the person opposite in the sitting position, and be careful to interact with those sitting in their conversations without addressing inappropriate conversations.
- Spread the table napkin when sitting on the thigh area and not start eating before the guest of honor, and adhere to the sequence of serving the types of food prepared in advance by the inviter.
- Avoid leaning on the elbow while sitting at the table, and do not make sounds while eating, especially soup, and consider not to talk while eating

## Ceremonies and rules of parties

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- Don't cough or sneeze in front of your participants at the table without a tissue over your mouth, don't smell food or burp.
- Avoid clattering cutlery, changing the location of the dishes, or moving them by the guest himself, or handing the empty ones directly to the waiter, but only pointing to him and leaving the task of raising them to him.
- The guest of honor leaves first before all the invitees, and it is not appropriate for anyone to leave before him



## ▪ Grand Tea Parties

It is usually held for a distinguished guest or on occasions, whether in the day or evening, like the arrangement of grand banquets in terms of invitations, uniforms, ... etc.

## ▪ Cocktail Parties

A British tradition that emerged at the beginning of the twentieth century, invitees attend and leave without formal restrictions, but within the limits of decency and guests eat and drink standing, as there are no seating arrangements and precedence ceremonies, but there are small raised tables used to place drinks and small-sized snacks. It is sometimes accompanied by some entertainment events.

## ▪ Receptions

It is organized if the number of guests is large and does not require a precedence ceremony, as it is predominantly social in nature, where guests can mingle, chat with the largest possible number of attendees. The invitation card specifies the type of clothing, in which finger foods are served.

## ▪ Buffet parties

It is organized when the number is large where the food is on display and guests choose what suits the quantity and quality. Drinks are usually served by a waiter.



## ▪ Formal dinner

Organized for a set number of official guests on a special occasion or in honor of a distinguished guest. The invitation to attend is selective, as it follows the etiquette of the tables and the ceremony of precedence. It is determined by a specific time, a unified menu, and a specific dress.

## ▪ Graduation Ceremonies

An annual ceremony held for graduates in the presence of leaders in educational institutions and faculty members ,in the presence of a legal person ,and the families of graduates are invited ,and it includes well-known official ceremonies and interspersed with the march of graduates and honoring outstanding students.

## ▪ Inauguration Ceremonies

It is organized on the opening of a new headquarters ,landmark or product ,and the invitation is for a limited or large number according to the size of the inauguration occasion ,often honored by a legal person , this type is characterized by its short time ,as it often ends with the end of the inauguration ceremony and taking pictures.