



# **TOPCHANNEL CONFERENCES**

## **SECRETARIES DAY PROGRAMME**

**Friday 5<sup>th</sup> September 2014**

**Sango Conference Centre**

<b>0800hrs - 0845hrs</b>	<b>Registration</b>
<b>0845hrs - 0900hrs</b>	<b>Introductions</b>
<b>0900hrs - 0905hrs</b>	<b>Welcome Remarks</b>
<b>0905hrs - 1000hrs</b>	<b>Communication Skills</b>
<b>1000hrs - 1030hrs</b>	<b>Tea Break</b>
<b>1030hrs - 1130hrs</b>	<b>Grooming and Etiquette – by Black Opal</b>
<b>1130hrs - 1230hrs</b>	<b>Customer Care</b>
<b>1230hrs - 1300hrs</b>	<b>Group Photographs</b>
<b>1300hrs - 1400hrs</b>	<b>Lunch</b>
<b>1400hrs - 1415hrs</b>	<b>Awarding of Prizes and Closing Remarks</b>
<b>1415hrs - 1630hrs</b>	<b>Entertainment by Suluman Chimbetu and the Orchestra</b> <b>Dendera Band</b>
<b>1630hrs</b>	<b><i>END OF PROGRAMME</i></b>