

SCHOOL OF PROTOCOL



The Wentworth Finishing Program

Discover the Program

Understanding how to build rapport and relationships

Creating a positive first impression upon entering a room

Exuding confidence and genuine presence

Mingling with ease

Introductions of yourself and others

Becoming proficient with small talk

Networking for success and leverage opportunities including incidental interactions

Dining, hosting and executive entertaining with ease

Investing in a business wardrobe to impress and suit your industry

SOFITEL
HOTELS & RESORTS

SYDNEY WENTWORTH

Wentworth **FINISHING**
SYDNEY SCHOOL OF PROTOCOL



THE PRESENTERS



Meet Julie Lamberg-Burnet



Julie is a strong educational leader playing key roles in service strategy, design and development, brands and marketing in the aviation industry. She brings over 20 years of proven experience in educating and transforming individuals as well as building global brands.

As Head of Customer Experience Delivery at Qantas Airways, Julie drove strategic initiatives to develop a cross company focus which included creating a Centre of Service Excellence to host all service training and development. 16,000 staff participated in an experiential learning program linking the brand, service and people.

Julie is a graduate of the Protocol School of Washington and is passionate about bringing business etiquette, international protocol and customer service skills development to individuals and groups to help them excel in any area of life including business and social environments.

As a graduate of the Protocol School of Washington, Julie's business provides internationally recognised programs in training individuals, corporate executives and government officials in protocol and etiquette intelligence.

Contact Julie:
+61 (0) 452 553 855

Meet Mahta Manzouri



Mahta is a management architect specialising in Communications, Bespoke Client Services and Brand Refinement for the luxury industry. She advises and designs solutions for CEO's, and media personalities on how to effectively manage protocol; client relationships, external presentation and communication, internal confidence, image, brands and portfolios; and has worked with luxury houses to create bespoke concierge services.

Mahta has 10 years of experience in international markets, and since 2011 has been based in Europe working with EU Ministries and global identities such as Hermès, Paris Opera Bastille, and Institut de Conciergerie. She has been awarded a BFA in time-based media (UNSW), and graduate qualifications in Journalism and MSc. Applied Positive Psychology and Coaching (London). Mahta's values are Integrity, Ingenuity, Nobility, Wisdom, and Beauty.

Contact Mahta:
+61 (0) 403 550 049

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The Wentworth Finishing Program



First impressions
Distinguish yourself
Entrances and introductions
Business and social etiquette
Professional polish
Personal presence
Style and presentation

Includes two hours tuition with the Sydney School of Protocol presenters and morning or afternoon tea

\$260 per person

The Wentworth Dining Program



How to host executives
Entertaining with style and confidence
Dining protocols
Host and guest roles

Includes two hours tuition with the Sydney School of Protocol presenters and a three course dinner with beverages

\$348 per person

Full Day Program



The Wentworth Finishing Program
The Wentworth Dining Program

Includes the full four hours tuition with the Sydney School of Protocol presenters and all additional food and beverages

\$481 per person