



*This is the first
in a series of
articles designed
to explain*

Additional Services

PROGRAM of APPOINTMENTS and MEETINGS :

Arranging a program of extensive appointments and confirming a series of meetings with local key contacts normally identified by our officers.

Q. *Why is this considered an additional service?*

A. In this key area, we are trying to eliminate or minimize the post's involvement in time-consuming situations such as negotiating a series of appointments for clients who may change their minds, cancel, come back constantly for advice or confirmation, or show up unexpectedly. These situations often require extensive logistical arrangements.

Q. *Can I set up one, two or three appointments for a client?*

A. Yes. We recognize that a less than extensive business program can still be arranged by a post directly, as some local service providers would not be interested in such minimal business. Try to make sure that your clients understand that the service is provided on an exceptional basis, and that they should not necessarily expect more than a day's worth of appointments the next time or from other posts.

Q. *Am I allowed to set up appointments with local senior government officials or top executives?*

A. Yes. In some markets and under certain circumstances, the post may have to intervene directly with senior government officials and/or private-sector top executives to convince them to meet with the Canadian client. In a few difficult markets, clients may not be able to arrange certain meetings without the intervention of the post. Or perhaps, a post may be faced with a troubleshooting situation in which a Canadian client is unable to arrange some appointments, either directly or through a local service provider, and would call on the post to help open doors. Posts must exercise their own judgment on a case-by-case basis.

For more information, please see the Program of Appointments and Meetings section of the Horizons Web site at <http://intranet.lbp/horizons/07htxt-e.asp>

In future editions of *TCS International*, we will focus on the following additional services:

- Logistical support
- Business support services
- Participation in events
- Temporary office or display space