

Cuba Delegation



Delegation Contacts	Name	Role		
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LO Contact				
Hotel				

	Date	Time	Event	Location
			Arrival at YYC	YYC Airport
	Sunday, September 17th	16:00	Arrival at Mayors Reception	MacLeod Hall – Telus Convention Centre
	Sunday, September 17th	18:00	Arrival at Opening Ceremonies	Telus Convention Centre
	Monday, September 18th	17:30	Arrival at Ministerial Reception	Fairmont Palliser
	Monday, September 18th	17:45	White Hat Ceremony Minister Group Photo	Fairmont Palliser – Oval Room
	Monday, September 18th	18:00	Ministerial Reception Program Starts	Fairmont Palliser – Crystal Ballroom
	Tuesday, September 19th	17:15	Canada Night Event - Ticketed	Nutrien Western Event Centre
	Tuesday, September 19th	20:00	Arrive at Cirque de Soleil Event	Lot 6 – Stampede Park
	Thursday, September 21st	14:45	Closing Ceremonies	Big 4 Main Hall A&B
			Departure from YYC	YYC Airport

Legend	
Common Event	
Country Specific Event	

Protocol Tips: Cuba

As the liaison officer hosting the official delegation from Cuba, you will require cultural sensitivity and respect. Here are some key considerations to keep in mind:

Research and Preparation: You will find the biography of the leader of your delegation in this Handbook. Please feel free to research the delegation's background, including the individuals' positions and roles. Understanding their specific interests and objectives will help you tailor your interactions effectively.

Formal Greetings and Respect: Address delegation members using appropriate titles and honorifics, such as "Señor" (Mr.) or "Señora" (Mrs./Ms). Handshakes are common in Cuban culture including men and women. Be mindful of personal space and cultural preferences regarding physical contact. Begin meetings with a warm welcome and expressions of gratitude for their visit.

Communication Styles: Practice active listening and engage in open and patient communication. Maintain good eye contact during conversations to convey respect and engagement. Use a friendly and open body language to create a welcoming atmosphere.

Hierarchy and Age: Cuban culture values hierarchy and age. Show respect for senior delegation members by acknowledging their status and age.

Dress Code: Dress professionally and modestly. Business attire is typically appropriate.

Dining and Hospitality: Given that meals such as the opening ceremonies are part of the program, inquire about any dietary restrictions or preferences within the delegation. While dietary inquiries were made as part of the delegate registration process the information provided may be incomplete.

Privacy Concerns: Always ask for permission before taking photographs, especially of delegation members, as privacy is important to Cubans.

Cultural Taboos: Avoid discussing sensitive topics such as politics or negative stereotypes.

Spanish Language Tips

The official language of Cuba is Spanish. Here are some common Spanish phrases that a Liaison Officer might find useful when interacting with Cubans:

Hello - "Hola"

Welcome - "Bienvenido" (masculine) or "Bienvenida" (feminine)

Please - "Por favor"

Thank you - "Gracias"

Yes - "Sí"

No - "No"

Goodbye - "Adiós" or "Hasta luego" (See you later)