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THE COUNCIL OF STATE GOVERNMENTS NATIONAL CONFERENCE 2015
Found in Translation: Global Protocol for Foreign Delegations
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Mastering protocol is Marrying knowledge with the art of grace under pressure
THREE KEY ELEMENTS

- BE PREPARED
- BE OBSERVANT
- BE FLEXIBLE
MEMORANDUM

TO: Members, Senate Delegation to Argentina: November 12-22, 2015
FROM: Ezilda Samoville
SUBJECT: Preparatory information
DATE: October 23, 2015

Attached are preparatory information and background materials, which may be useful in preparing for your trip. Prior to departure, we will provide the briefing book in PDF form for those members who have a smartphone, tablet or laptop that they are taking with them.

Your air tickets have been issued electronically; however, a copy of your schedule provided by the Legislative Travel Office is included, along with your personalized luggage tags. Please check your tickets and all other documents to see that seating, mileage club information, etc. has been completed to your satisfaction and contact the Legislative Travel Office immediately with any concerns. If you had the Travel Office complete your reciprocity fee payment, the receipt also is included. **Reminder:** If you have not done so already, please take immediate action to complete this requirement of travel by following the directions under the Passport/Visas section of the preparatory notes.

Finally, a draft of the itinerary as of today also is enclosed. Please note that the organization of the program is ongoing and fluid. A final departure itinerary, along with all flight, hotel and emergency contact information, will be sent out on Tuesday, November 10. Updates will be provided to you and your office as needed during the trip.

Please contact me at (916) 651-5515 if you have any questions.

Thank you.
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   - History of the Relationship between California and Santa Fe, Argentina
   - California and Argentina: Trade, Investment and Tourism
   - California and Argentina Fast Facts
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PREPARATORY INFORMATION: ARGENTINA
California Senate Delegation
November 12-22, 2015

LANGUAGE & GREETINGS:
Spanish is the official language of Argentina, but accents vary distinctly by region. It should be noted that Argentine Spanish, particularly in Buenos Aires, is exceptionally distinct from all other Spanish dialects as it portrays rich similarities with Italian phonetics and pronunciation.

Formal greetings and introductions require that the addressee be introduced by title (señora, señor, etc.) followed by the surname. Older, respected persons are addressed by their first name preceded by the title “Don” for males or “Dona” for females.

When greeting formally or for the first time, Argentines shake hands and nod slightly to show respect. A slight kiss on the cheek along with a brief embrace is also a common greeting in urban areas. Both men and women greet friends, whether male or female, with a kiss on the cheek.

It is considered impolite to call out a greeting unless the person is too far away to kiss and embrace. “Buenos Dias” (good morning) or “Buen Dia” in Buenos Aires, “Buenas Tardes” (good afternoon) or “Buenas Noches” (good evening) are common greetings. Also, prior to approaching a stranger or an official for information, it is polite to properly greet the individual first.

DRESS:
Appearances are very important in Argentina and dress usually tends to be more conservative. Even casual clothing is elegant in large cities such as Buenos Aires, and shorts are not typically worn anywhere. People tend to wear dark and more classic styles, such a polo shirts, sweaters and sport slacks. For business attire, people also tend to be more traditional, with dark suits and ties for men and white blouses and dark suits or skirts for women. Please note: business attire should be worn to official meetings.

Women may also want to bring slightly dressier attire for some evening functions, but there will be no function at which formal attire will be worn. There may be activities (some that include walking) where business casual and/or casual clothing will be appropriate.

OFFICIAL MEETINGS:
Argentians take a very relaxed approach to time, which may be difficult for visitors from North America. Though you should arrive on time, you can expect that your contact may be 10 to 15 minutes late to meetings and other appointments. For dinners or parties, it is not uncommon for people to arrive 30 minutes to an hour late.

As Argentina is a largely relationship-driven culture, many people use their networks for favors, help or assistance. Name dropping and nepotism do not have the negative connotations they have in the United States. However, it is important to show deference and respect to people in positions of authority. During meetings, maintaining eye contact is very important as it deems certainty, respect and credibility.

Business cards are often exchanged during meetings, though usually without formal ritual.

DINING:
The key to proper etiquette in dining is to follow the lead of the host. Wait to sit until told where to be seated and do not begin eating until the host does so. Wait for a toast to be made before taking the first sip of your drink.

Argentines dine in the continental style. The continental style is observed by holding the fork in the left hand, tines down, and the knife in the right. When finished, the knife and fork are laid parallel with each other, with the prongs facing down and the handles facing to the right. Hands are kept above the table with elbows tucked slightly below. You may rest your wrists (never elbows) on top of the table.

Using a toothpick in public is considered impolite, as is blowing one’s nose, clearing one’s throat while dining and pouring wine back-handed. Eating on the streets or while taking public transportation is also deemed inappropriate.

Diet:
Argentina is said to be a meat-lovers paradise. Meat, especially beef is the main ingredient and focal point of the country’s cuisine. Tender beef and red wine are virtually national symbols, and are rumored to outweigh even American standards. Parrilla, the Argentine national dish is an overwhelming mixed grill of steaks, sausage and assorted organ meats.

The Argentines also have a unique way of cutting their meat. Typical meat cuts include bife de chorizo (a huge 2-in-/5-cm-thick steak), bife de lomo (short loin), the recognizable bife de costilla (or T-bone) and the simple chorizo (a tasty pork sausage).

Most Argentines typically eat four meals a day. Breakfast or desayuno is a very light and simple affair, taking place between 7:00 am and 8:00 am. It usually consists of a roll, croissant or toast served with jam or dulce de leche sauce, and coffee, served as café cortado, espresso with a bit of milk, café con leche, half coffee and half milk, or café chico, a small cup of thick black coffee. Lunch or almuerzo is usually eaten between 1:00 pm and 2:00 pm. A typical lunch can consist of sandwiches, pastas, meats and salads. Some Argentine specialties are El Lomito, a thinly-sliced steak in a bun, or El Sanwich de Miga, comprised of white bread filled with eggs, cheese, ham and mayonnaise. The Milanesa sandwich, consisting of baked, breaded chicken, provides an option for those who do not eat red meat. Other popular lunch options consist of baked empanadas, which are pastries stuffed with vegetables, ground beef, chicken or seafood; taquitos, which are similar to quesito; pizza; tamales; and locro, which is a soup filled with grains, corn, vegetables and beef. Between lunch and dinner, some Argentines eat a late afternoon snack or merienda. For visitors, this may be an important meal as many restaurants do not serve
Thank you!

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