



# Business Etiquette

## Languages Offered:

- English  
 Spanish

## *The Power of Business Etiquette*

### What trainees will learn:

- Define etiquette and how it can be a benefit to a company
- Understand the guidelines on how to make effective introductions
- Identify how to minimize nervousness in social situations
- Enumerate the four levels of conversation
- Understand the protocol in ordering in a restaurant, handling alcohol in a business meal, paying the bill and tipping
- Understand the basic guidelines when it comes to the proper form of address, grammar standards and use of acronyms in e-mails

### How this training will benefit your company and employees:

Adherence to commonly accepted, but often unwritten, rules of business etiquette will help to give you and your company a more professional appearance. Without having the concern of making etiquette mistakes, you will have more confidence and ease in social situations.

*This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.*

### **ABOUT CHARLES Z. RADNEY, ACG**



#### **Education and Special Industry-Related Trainings**

Certified Instructor NCCER  
National and Local ATD Member

#### **Industry Experience**

*My success as a Corporate Trainer has come in large measure from a relentless commitment to providing the finest training services in the country.*

#### **Communications and Leadership Experience**

Member of Toastmasters International 15 years

Advanced Communicator Gold, Advanced Leader Bronze

Past Chairman Toastmasters IE Speakers Bureau