



The **Etiquette Professionals**

"When Manners Matter"

Are your etiquette skills a little rusty? We can help.

Client Services

How well are your employees representing your company? Do they understand and follow proper business etiquette protocol? Are they comfortable when asked to speak in front of a group or meet and dine with clients? Proper etiquette is more than just good manners.

The Etiquette Professionals offer cutting edge etiquette training designed to enhance your organization's ability to compete in business when proper etiquette, protocol and manners are a must.

Etiquette training is not only preparing you for formal dinners; it's about introductions, networking, handshakes, body language, the art of conversation, holding doors, making eye contact, e-mail and cell phone etiquette and so much more.

Our programs and workshops are designed to fit your company. We will perform a complete needs assessment and design a plan to ensure that you receive the very best training for your business based on your requirements.

We offer a variety of programs, presentations, and workshops. Whether you are looking for a one-hour presentation for your employees or a two-hour interactive program; we have what you need.

The Etiquette Professionals are prepared to meet and exceed your expectations. Contact us today for a needs assessment and consultation. Your customers will be glad you did!

Our Mission

Providing business skills and social graces necessary to succeed... When Manners Matter

Telephone (701) 371-1413

Web Address: www.EtiquetteProfessionals.com • E-mail Address: christine@EtiquetteProfessionals.com



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About Christine:



Christine Chapweske is considered an authority in the field of etiquette and protocol. She is the president and founder of The Etiquette Professionals, a consulting firm providing training to businesses and individuals who are committed to improving their etiquette and manners proficiency. Christine possesses the essential experience, polish and professionalism necessary for success in the area of proper protocol and deportment.

Ms. Chapweske has traveled and consulted extensively throughout the United States and Europe. Her seminars are ripe with anecdotes from her worldwide experiences.

Having served as human resources director for a major manufacturing company, Christine has first-hand knowledge of the importance of proper etiquette and protocol in the workplace. Her experiences with customer service, recruitment, promotions, marketing, sales, business and social behavior places her at the apex of proper etiquette and protocol.

More than 25 years of experience in the corporate arena means that with Christine Chapweske and The Etiquette Professionals you are getting the very best.

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About our Adult Services:

The Etiquette Professionals offer a variety of seminars, presentations, workshops and camps. Whether you are looking for a one-hour presentation for your department heads on the topic of business etiquette in the workplace or a half-day interactive program; The Etiquette Professionals are prepared to meet and exceed your expectations.

Business Essentials:

Master the art of Business Etiquette! Participants will learn to make a proper business introduction, how to give and receive a business card and more. Networking, body language as well as how to make great conversation will also be covered in this seminar. Don't miss the opportunity to learn critical telephone and e-mail tips for the successful business professional.

Workplace Business Essentials:

Etiquette for the workplace! Participants will learn to make a proper introduction. Workplace manners, body language as well as tips for proper office conversation are also covered. Cubicle and cell phone etiquette are a new addition to the list of office do's and don'ts. Don't miss the opportunity to learn critical telephone and e-mail skills. Finally master your listening skills and become a more valuable employee.

Acing The Interview:

Land that job! Proper etiquette will make you stand out from the other candidates. A job interview is more than putting on a suit and showing up with your resume. This workshop covers being prepared, introductions, interview types, , interview questions, personal hygiene and much more. Learn to create a job winning resume, cover letter and follow-up thank you letter.

First Impressions:

First Impressions count! This social and dining presentation will provide you with an opportunity to polish your manners skills and gain confidence. This program covers table manners, introductions, the art of conversation, networking, telephone tips, personal appearances, common courtesies and social graces for every occasion.

Dining with Confidence:

Give yourself the gift of confidence! This dining tutorial will help you polish your table manners. Practice common courtesies including introductions, table conversation, posture and dining etiquette. Don't miss this opportunity to learn tips for dealing with difficult foods and find the answers to all of your common mealtime questions.

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About our Youth Services:

The Etiquette Professionals offer a variety of programs, presentations, workshops and camps. Whether you are looking for a one-hour presentation for your school or youth group on the topic of manners or a week-long mini camp; The Etiquette Professionals are prepared to meet and exceed your expectations.

Courtesy Counts: (ages 13-17)

Teens, we have just the class for you! Polish your skills and gain confidence with an etiquette and manners class designed with you in mind. Participants will practice common courtesies and social skills for all occasions. Meeting and greeting couldn't be easier. Learn dating dos and don'ts. Improve your telephone skills, conversation habits and personal appearance in this unique interactive workshop.

Manners Matter: (ages 6-12)

Manners matter! Learn common courtesies and manners that will never embarrass. Youth classes (ages 6-12) on the topic of how to make introductions, proper conversation, posture and telephone manners are offered according to your individual group needs. Table manners, dining skills, dealing with hard to eat foods and so much more are all part of this interactive workshop.

Tea with Teddy: (ages 3-5 and 6-8)

Little girls love dressing up and sharing tea with their favorite teddy bear! Guests will decorate placemats, play manners games and learn basic etiquette while enjoying lemonade and cookies. Party includes hats, feather boas, and jewelry. Music and dancing will all be part of the fun. Tea with Teddy is a perfect choice for birthday parties and girl-scout groups.

Girl Scouts!

Host a Tea Party for your council. Girls can earn their Manners Try It+ patch or Caring and Sharing+petal.

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Accolades:

*G*reetings from the Microsoft Corporation Training Team,

We would like to thank Christine Chapweske, the President and Founder of the Etiquette Professionals, for speaking at our June 14, 2006 Microsoft Lunch N Learn. Christine elaborated on the essentials of applying business etiquette through introductions, body language, communication, networking, telephone use, business card use, and thank you notes. Learning the do's and don'ts of business etiquette can have a lasting impact on our professional careers.

Christine began her discussion by explaining how a good introduction gives us power and makes a good first impression. When making an introduction, we want to remember to smile and maintain good eye contact while speaking with a clear, loud voice. Another key to making a good first impression through an introduction is to shake hands with a firm grip. We never want to extend a limp noodle! Finally, introductions should always be made using full names.

The discussion then turned to the benefits of good networking. Statistics show that 75%-80% of all business is obtained as a direct result of networking. One way that we can all benefit from such networking is by joining several peer group or target market organizations. When at a networking event, we should always be prepared with business cards and name badges. Plan to attend early and remain a while, allowing time to meet and speak with at least three or four new people. Use the event as an opportunity to network with new people rather than simply visiting with friends and colleagues. Begin conversation that does not revolve around the weather, and be an effective listener. Such occasions may provide enlightening opportunities for benchmarking.

Being prepared with business cards at a networking event is very important. Christine explained the art of both passing the card as well as receiving the card. Personal business cards should always be clean and fresh and stored in a card holder within a front pocket. Business cards should not be randomly handed out without a good business reason. Your business cards have value when there is a reason for extending them. When receiving a business card, accept it with two hands. Doing so displays respect for the business card and the giver.

Telephone etiquette and e-mail etiquette were also discussed. Every telephone call and e-mail should be treated with respect. When engaging in a telephone conversation, be sure to introduce yourself, speak clearly, and smile. Smiling does filter through in your voice and other people can tell that you have an interest in them. When e-mailing, always be professional. Inflammatory e-mails should be avoided. Good questions to help analyze our e-mails may include: Would I say this to his/her face? Am I calm enough to send this now? How would I interpret this e-mail if I received it?

We gathered many useful and professional etiquette tips from Christine and would like to bring her in for future Lunch N Learn opportunities. Watch for upcoming announcements.

Microsoft Corporation SSO Training Team



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A few words about us:

The **Business Essentials** presentation gave insightful ideas to everyday situations that will help me not only to become a better businessman but become a better person. I look forward to using the knowledge that I gained in my everyday life."

-John R. Bohnsack, President, "Alpha Kappa Psi at North Dakota State University"

Dear Christine, Thank you very much for the opportunity to attend your **"Workplace Etiquette"** workshop. We enjoyed your excellent presentation.+

-Sandra Day O'Connor College of Law, "Arizona State University"

Thank you so much for the **Manners Matter** program. The children had a great time learning about Manners. The information was presented perfectly for our 6-8 age group. The children really enjoyed the take home packets and the tea party finale with parents made for a wonderful ending.+

- Sandy Dallings, "Jefferson Elementary"

Thank you for your inspiring **Business Essentials** presentation. Everyone at Microsoft left with a better understanding of proper business etiquette.+

- Cass Henry, "Microsoft"

Thank you for your help with our **Mother-Daughter Etiquette** class. The participants had a wonderful time learning proper etiquette skills. The lessons learned in your class will be a valuable part of their every day lives. Thanks Again!!+

-Lance Belisle, "City of West Fargo"

Thanks Christine for your **Courtesy Counts** social etiquette presentation for women. I enjoyed learning about dining, conversation, toasting, tea and common courtesies. Everyone had a great time. P.S. The treats were delicious.+

-Crystal J., "Sugars Hair & Body Spa for Women"

Thank you so much Christine for appearing on our show. Your golden nugget advice and inside secrets about mastering the art of professional etiquette was exactly what our listeners wanted to hear."

-Raven Blair Davis "Women Power Radio"



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Set agenda!

Establish goals!

Achieve success!

Client Questionnaire: Complete the questionnaire below so that we may offer you a program that best meets the needs and requirements of your business.

YOUR BUSINESS

Company/Business name: _____

Company Address: _____

Address line 2: _____

Address line 3: _____

City: _____

State: _____

Zip: _____

Company telephone: _____

Company e-mail address: _____

CONTACT INFORMATION

Contact person name: _____

Contact person title: _____

Contact person telephone: _____

Contact person e-mail: _____

YOUR PROGRAM

Program date and time: _____

Tell us about your program.
What are your specific goals
and objectives?

How many attendees? _____

Will there be other speakers? _____

OUR PRESENTATION

About our presentation:
(Choose a program that fits your company need)

- Business Essentials-Business protocol/etiquette program
- International Protocol-Business/Cultural sensitivity program
- Acing the Interview- Job interview preparedness
- First Impressions . Social etiquette/deportment program
- Dining with Confidence- Dining skills interactive program
- Workplace Business Essentials-Workplace protocol/etiquette

Will you allow time for questions? _____

Will you have other guest speakers? _____

Will your group include employees or general public? _____

Important and helpful information about your company that the speaker should know prior to the presentation:

Will your group require take home pamphlets? _____

Other helpful comments:

The above questionnaire is designed to collect useful information used to provide a training program for your business. This information will not be shared with or sold to any outside organizations.

Contact Us: **Please mail the completed pre-presentation client questionnaire to:**

The **Etiquette Professionals**

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