

*Teaching Etiquette to Adults and Business Professionals is designed for the individual who wishes to teach etiquette to adults, business professionals, college and graduate students and new entries into the workplace. This program provides participants with information and teaching materials. Participants receive three instructional workbooks and a certification upon completion of the program.*

**Location:**  
The International School of Protocol  
222 Schilling Circle  
Suite 130  
Hunt Valley, MD 21031  
410-771-6900

**Investment:** \$2,500.00

*Here's what participants said about The International School of Protocols' certification programs:*

*Very professional and well run program. A truly positive experience.*

Louise Fox, Orilla, Ontario

*Great time, lively instructors. Thank you.*

Armida Geiger, Durham, NH

*I thought it was all very helpful. I was very excited to meet the other participants and brainstorm with them. Loved the relaxed atmosphere and attitude.*

Katha Sokoll Melton, Austin, TX

*Had a great time. Program was very useful. Money well spent and well invested.*

Melissa Cian Ciulli, Collegeville, PA

*I thoroughly enjoyed this training program.*

*You guys are the best. Thanks for everything.*

Lishunda Franklin, New Orleans, LA

*This class has given me the confidence to go forward building an etiquette consulting business.*

Renate Devin, Cohasset, MA

*Thank you for a wonderful educational experience. The program was excellent and will definitely be a cornerstone to my new business adventure!*

Mary Lynne Offnedo, Massillon, OH



## *Teaching Etiquette to Adults and Business Professionals*

a two day seminar  
presented by

## The International School of Protocol®

By Appointment

Business and Social  
Etiquette Seminars  
for the Discerning  
Professional

## About the Class

The class covers the following topics:

### Civility and Professionalism

- ❖ Greeting People
- ❖ Acts of Kindness and Respect
- ❖ Courteous Treatment of Guests
- ❖ Entering Elevators, Walking through Doorways, and More
- ❖ Projecting a Positive Attitude
- ❖ Acting as a Company Representative
- ❖ When to Sit or Stand

### Dining Etiquette

- ❖ American and Continental Styles of Dining
- ❖ Napkin Know-How
- ❖ Eating Various Foods
- ❖ Place Settings
- ❖ Proper Seating
- ❖ Taking a Client to Dine
- ❖ Toasting

### Professional Image

- ❖ Shaking Hands
- ❖ Eye Contact
- ❖ Body Language
- ❖ Space
- ❖ Professional Attire
- ❖ Industry Attire Expectations
- ❖ Business Casual versus Recreational Casual Dress
- ❖ Grooming
- ❖ Voice

### Communication Savvy

- ❖ Proper Introductions
- ❖ Conversation Skills
- ❖ Mingling
- ❖ Meeting People
- ❖ Networking
- ❖ Wearing a Name Badge
- ❖ Business Card Etiquette
- ❖ Electronic Etiquette
- ❖ Telephone Etiquette
- ❖ Thank You Notes



Call The International School of Protocol at 410-771-6900 to schedule dates. Register by phone, or by completing the registration form in this brochure and mailing it along with your payment of \$2,500.00 to The International School of Protocol at the address shown below. You will receive a discount of \$200 if you bring another person to take the course with you.

For further information about *The International School of Protocol* and our programs, or to find out how we can customize a program for you at our site or yours, contact:

#### The International School of Protocol®

222 Schilling Circle, Suite 130  
Hunt Valley, MD 21031  
410-771-6900  
Fax: 410-771-6929

[www.schoolofprotocol.com](http://www.schoolofprotocol.com)  
[protocol@schoolofprotocol.com](mailto:protocol@schoolofprotocol.com)

Gift Certificates Available

Ask about our child, teen and young adult programs.

*Private Consultation by Appointment*

## Registration Form

Teaching Etiquette to  
Adults and Business Professionals  
(Please print clearly)

Your scheduled dates: \_\_\_\_\_

Name: \_\_\_\_\_

Please provide your name as you would like it to appear on your Course Certificate.

Address: \_\_\_\_\_

(street)

\_\_\_\_\_  
(City, State, Zip)

Phone: \_\_\_\_\_

email: \_\_\_\_\_



Mail this form with your payment to:

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Hunt Valley, MD 21031

For further information, call 410-771-6900  
or visit [www.schoolofprotocol.com](http://www.schoolofprotocol.com).

