



First Select

## Etiquettes, Protocols and Hospitality

Date	Venues	(\$Fees	Book your seat
25 May -29 May 2025	Istanbul	3300	<a href="#">Register Now</a>

### Objectives:

- To develop personal skills in dealing with different personality types of guests in different situation
- Useful business etiquette information to help participants achieve their goals while improving their job performance
- Meet & Greet important people in a proper manner
- Behave & dress correctly in both business & social occasions
- Maintain effective verbal/nonverbal communication skills
- Represent the organization at various functions
- Organize & manage events such as business luncheons and formal dinners
- Deal successfully with the Media

### Who should attend?

All staff working in the public relations departments and ceremony.

### Course Outline:

- The definition of Etiquette & Protocol
- Business Etiquette
- Qualities of the ideal escort/host
- Tips to Gain our Guest's Respect
- Communication
- Barriers to Effective Communication
- Overcoming Barriers to Communication
- Positive/Negative Body Language
- The Art of Listening
- The Order of Priority
- Listening Problems
- How to Be a Bad Listener!
- Verbal/Nonverbal Behavior
- Non-Verbal Components of Behavior Styles
- How To Cultivate An Agreeable Speech
- Steps to Improve your Communication Style
- How to encourage "Feed Back"
- Dealing With the Guest Complaints
- Difficult Personality Types of Guests
- Coping With the Cultural Difference
- Speaking On the Phone
- Common Speech Mistakes
- How to take telephone messages effectively
- Getting appointments on the phone
- Using the Voice Effectively
- Planning Phone Calls
- Rules of Greetings
- Rules of Introductions

- Rules of Hand-shaking
- Dress for Success
- Business Dress Code (Female/Male)
- Power Dressing
- Basic Do's & Don'ts
- Business Card
- Business Gifts
- Dealing With the Media
- Some Tips on Proper Etiquette for Elevators
- The Business Meal
- The Setting of the Table
- Table Manner
- Basic Do's and Don'ts
- Useful Tips about Wine
- The Dinner Party at Home
- Business Etiquette Questionnaires 1 & 2

#### WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.



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