



First Select

Business Etiquette & Protocol (Essentials of Dealing with VIP's)

Date	Venues	(\$Fees	Book your seat
15 Dec -19 Dec 2024	Kuala Lumpur	3300	Register Now

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?


This course is designed for all secretarial staff and the Public Relations staff.


Course Outline:

- The definition of Etiquette & Protocol
- Business Etiquette
- Qualities of the ideal escort/host
- Communication
- Dealing With the Guest Complaints
- Difficult Personality Types of Guests
- Coping With the Cultural Difference
- Speaking On the Phone
- Rules of Greetings
- Rules of Introductions
- Rules of Hand-shaking
- Dress for Success
- Business Card
- Business Gifts
- Dealing with the Media
- Some Tips on Proper Etiquette for Elevators
- The Business Meal
- 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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