

Introduction

What is Etiquette...really?

Etiquette is simply knowing what to do and when to do it.

The rules are simple. Treat people with courtesy and respect. Kindness has never been, nor will it ever be out of style. “Please” and “Thank you” still have magical properties of being exactly right in every situation. When you know the little things, the big things will fall into place. This booklet will give you the confidence to go out into the world and **shine!**

The Pichon Group

The Pichon Group has been in existence for over 16 years. Betty Pichon is an International Speaker, Consultant and Coach. Betty’s objective is to promote greater self-confidence and better strategies in today’s competitive global economy by enhancing promotional items that will never be thrown away.

These booklets can be customized for the customer or sold as-is. We will also license the rights when quantities are large.

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Introductions Made Easy

1 Realize that introductions are paramount in your career today.

You have about four minutes to make the impression that you are confident, knowledgeable, warm, and personable when meeting someone for the first time.

2 Stand up. This immediately shows respect for the person you are greeting as you welcome him or her into your world.

3 Smile. You create warmth and a safe environment that is inviting to the other person.

4 Shake hands. Developing this connection opens the door for getting to know each other.

5 Make eye contact. This furthers the connection and establishes trust.

6 Repeat the other person’s name. It makes it easier for you to remember once you say it out loud.

7 Introduce a customer to your supervisor in the following way.

Look at and say the customer’s name first. Then look at your supervisor and say his/her name “Example, “Philip Parker, I would like you to meet our department manager, Mary Smith.”

8 Use this example to introduce your supervisor to a job candidate: Look at and say your supervisor’s name first. Then look at the job