



291-P25-VE



Virtual



7 hours

Course Description:

This course is tailored for employees with one to three years of experience and newcomers. Participants will identify effective meeting practices, seating tips, and telephone etiquette fundamentals. Additionally, they will choose appropriate workplace attire and apply various tips and tricks in managing formal dining situations. This will influence their professional and business conduct positively.

Target Audience:

This course is designed for employees with 1 to 3 years of experience, as well as newcomers seeking to excel in business etiquette and master professional conduct.

Course Objectives:

- Identify effective meeting and seating practices.
- Apply telephone skills to create positive impressions effectively.
- Choose appropriate workplace attire.
- Demonstrate proficiency in observing proper etiquette, protocol, and manners during formal business dining events.

Course Outline

Module 1: Business Meetings Etiquette

Session One: Understanding and Evaluating Meetings

- Meetings and Their Importance
- Are meetings a waste of time?
- General business meetings etiquette guidelines
- Arriving early and arriving late
- Seating etiquette considerations
- Assignment

Module 2: Telephone Etiquette

Session One: Effective Telephone Communication and Etiquette

- Adequate preparations before making a call
- Telephone etiquette and protocol considerations within a business setting

- Basic telephone etiquette
- Assignment

Module 3: Business Attire

Session One: Implementing Business Attire Standards

- The importance of proper business attire
- Proper business attire for women
- Proper business attire for men
- What is "Business Casual?"
- Assignment

Module 4: Business Dining Etiquette

Session One: Business Meal Planning and Etiquette

- Business meal pre-planning arrangements
- The seating dilemma
- The ordering dilemma
- Table set-up scramble – activity
- Handling formal dining mishaps
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut-off score of total grades, which is "100".

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None