



# Etiquette???

## What's THAT all about?

Appropriate Social &  
Business Behavior



## YOUTH ETIQUETTE TRAINING

- Table etiquette
- Deep discussion and demonstration on formal and informal dining
- How to make proper introductions (including handshakes and when it is appropriate)
- How to initiate and engage in productive conversations

Core development for:

- Confidence goals
- How to be organized
- Education goals
- Appropriate social media engagement

**Colette R. Douglas**  
*President, Elite Customer Service*

### WORK READINESS

Personal conduct/Professional behavior

Resume preparation

Interview skills

Clear and effective written and verbal communication

Respect for colleagues' privacy



Active listening skills

Establish and maintain personal integrity and character

Difference between workplace and social behavior

Being on time for work and for meetings



Learn from mistakes

Email etiquette

Telephone etiquette

Inter-office meeting etiquette

Dress code/Professional appearance and grooming



For more information about this or other training offerings,  
contact Colette R. Douglas at (734) 203-0040 or [colette@elite-customer.com](mailto:colette@elite-customer.com)

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