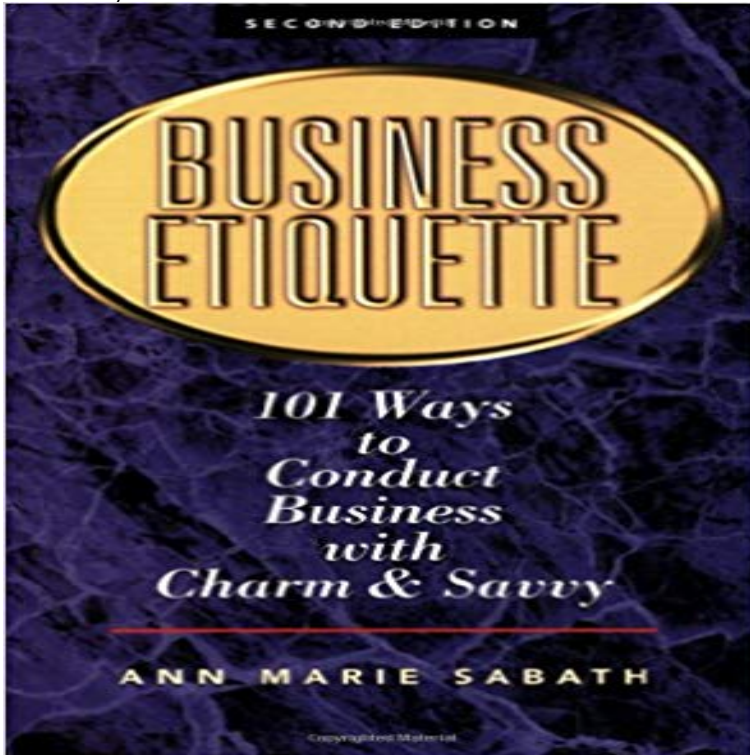


Business Etiquette: 101 Ways to Conduct Business with Charm and Savvy



Ann Marie Sabath, the Ms. Manners of the Midwest, according to USA Today, offers to-the-point solutions to the most commonly asked business etiquette questions. She helps readers overcome moments of indecision, giving them the ability to function with the confidence that the impression they are making is a positive one. She helps us avoid that oh so embarrassing office faux pas, or unintentional inappropriate behavior, or appearance blunders that could lead to ridicule, social seclusion or even business disaster. This book thoroughly examines: the art of getting people to talk; proper attire; correct correspondence including rules about email; pleasing phone manners with tips about voicemail; dealing with decision-makers; handling social occasions and situations with ease and grace; international courtesy including the dos and taboos; and many business occasions where knowing the correct thing to do will pay off.

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