

*It's Time To Stand Out*

# Business Etiquette

## *Gaining That Extra Edge*



In today's world, business demands more than keeping your nose to the grindstone and your ear to the ground. You need business savvy and the ability to establish yourself in a credible manner.

A faux pas at the wrong time can damage your career. If you are newly appointed to a management position, or if you interact with people you don't know on a regular basis, this workshop can help you succeed.

If you want to enhance and polish your business image, or if you just want to avoid feeling uncomfortable in the corporate world, this workshop will allow you to take a quantum leap forward in skill, sophistication and confidence.

### What You Will Cover:

- Why business etiquette is important to your career
- How to make a good first impression
- Ways of remembering names
- When and how to give out your business card
- How to shake hands
- How to dine with confidence
- What to include in a business wardrobe

### How You Will Benefit:

- Finesse introductions-from shaking hands and using eye contact to remembering names
- Prepare for meetings, even if you aren't presenting
- Dress appropriately for every business occasion
- Feel more confident of your business communication in every situation

### Register now—Business Etiquette

Title (Please Circle) **Mr**    **Mrs**    **Ms**    **Miss**

Name

Business Name

Postal Address

State

Postcode

Telephone

Mobile

Facsimile

Email

Website

### Payment Options:

I would like to pay by  Cheque

Purchase Order

### Credit Card Details:

Visa     MasterCard     Amex

Credit Card Number:

Credit Card Expiry:

Name on Card:

Signature:

For registration and payment details contact  
**One-on-One Professional Business Training**

Telephone: 1800 66 00 00  
Fax: (07) 47285905  
Email: seminars@nqtraining.com



## REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
  - 1) More than 7 Days Notice - Full Refund
  - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
  - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
  - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
6. One-on-One Personal Computer Training has the right to cancel any course for any reason at any time. If One-on-One Personal Computer Training cancels any course, an alternative offer may be made or the balance of unused fees will be refunded. Fees will not be refunded for any reason other than the above.
7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
10. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

## Other Business Courses Available

- Advanced Writing Skills
- Anger Management: Understanding Anger - Yours and Others
- Budgets and Managing Money
- Building Self Esteem and Assertiveness Skills
- Business Etiquette: Gaining That Extra Edge
- Business Leadership: Becoming Management Material
- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
- Human Resources Training: HR for the Non HR Manager
- Inventory Management: The Nuts & Bolts
- Marketing and Sales
- Meeting Management: The Art of Making Meetings Work
- Motivation Training: Motivating Your Workforce
- Negotiating for Results
- Orientation Handbook: Getting Employees Off to a Good Start
- Performance Management: Managing Employee Performance
- Problem Solving & Decision Making
- Project Management Training: Understanding Project Management
- Public Speaking: Presentation Survival School
- Public Speaking: Speaking Under Pressure
- Sales Training: Building Relationships for Success in Sales
- Sales Training: Dynamite Sales Presentations
- Sales Training: Overcoming Objections to Nail the Sale
- Sales Training: Prospecting for Leads like a Pro
- Sales Training: Selling Smarter
- Skills for the Administrative Assistant
- SpeakEasy: Conquering Your Fear of Speaking in Public
- Stress Management Training
- Team Building: Developing High Performance Teams
- Teamwork: Building Better Teams
- Telemarketing: Using the Telephone as a Sales Tool
- The ABC's of Supervising Others
- The Minute-Taker's Workshop
- The Professional Supervisor
- Time Management: Get Organized for Peak Performance
- Writing Reports and Proposals



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