

Whatever you do, do more of it in Des Moines.

# Outclassing Your Competition

## *A Seminar in Business Etiquette*

Have you ever thought about the difference between the person whose career seems to be taking off and someone equally skilled that can't seem to get the same breaks?

More often than not, that star employee has a good grasp of something called Business Etiquette, knowledge of the proper form, rules, manners or customs required in specific situations, as well as how to carry out those requirements.

Outclassing Your Competition will provide you with the vital skills needed to thrive, not just survive in any business situation.

- Working a Room
- The Art of Introductions
- The Power of a Handshake
- How to Remember Names
- Telephone/Cell Phone/NETiquette
- Corporate Image

- Seating Guidelines
- American/Continental Style
- Silverware & Stemware
- Arranging the Business Meal
- World Class Dining
- Tipping

But this is not just the office we are talking about. The business breakfast, lunch and dinner have become the venue for important meetings, networking opportunities and interviews.

Whether you are a host, or a guest at a business function, Outclassing Your Competition's dining component will prepare you to dine and entertain with skill and confidence.

**DES MOINES. DO MORE.**

### Outclassing Your Competition— *A Seminar in Business Etiquette*

*Presented by: Deborah Rinner of Tero International*

*Thursday, April 22 2010*

*8:30 a.m.-1:30 p.m.*

*The Embassy Club*

*801 Grand Ave.-40th Floor*

*Cost: \$135 for members*

*\$155 for non-members*

*(includes multi-course meal as a part of the training session; Vegetarian meals available. Please request when registering.)*

**Questions? Contact Meg Fitz by e-mail at [mfitz@desmoinesmetro.com](mailto:mfitz@desmoinesmetro.com) or phone at 515.286.4934**

**To register, please return this form via fax to 515.286.4974 or mail to: 700 Locust St., Suite 100, Des Moines, IA 50309**

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Method of Payment: Amount: \_\_\_\_\_ Check Encl. \_\_\_\_\_

Credit Card # \_\_\_\_\_

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Cancellations after 4-16-10 are not refundable

