

# BUSINESS MANNER

~Enhance professional business image for yourself and your company~

- ❖ Do you know that the first impression is very important in business. Be able to create a good impression to people in the first meet, what is the point to note in costume, language and attitude?
  - ❖ Do you know the basic skills in conducting work, communicating and meeting with clients?
- In order to create trust with superiors, colleagues and customers, while enhancing the company's image as one company representative, equip business style.**

## CONTENT

### Part 1: Costume

#### The importance of the first impression

- ◆ Noticeable points of costume
- ◆ Evoking a feeling of tidiness
- ◆ How is a well dressed staff in office?

### Part 2: Basic manners

#### Greeting – Attitude – Language

- ◆ Greeting and language for making a good impression
- ◆ Smiley face and good eye-contact
- ◆ How is a good attitude?

### Part 3: Business manners at workBasic regulations when executing business

- ◆ Calling and answering phone
- ◆ Leaving message and taking memo
- ◆ What is Hou-ren-sou? (Report – Contact – Discuss)
- ◆ Managing working desk
- ◆ Attending a meeting

### Part 4: Attending a meeting

#### Attitude outside the company

- ◆ Exchanging business cards
- ◆ Greeting customers at the office
- ◆ Making appointment with customers

### Part 5: Document and email writing

- ◆ Internal document/ External document
- ◆ Rules of writing an email

### Part 6: Summary and Action Plan

※The above content is subject to change without prior notices



## OBJECTIVES



- ➔ Practicing business manners to make a strong impression on customers and gain their trust.
- ➔ Grasping basic knowledge concerning attitude, manner and working style of a professional employee.

## TARGET



- ☒ Staff ☐ Middle-Management
- ☒ First-line Management ☐ Top-Management

## METHOD



**30% theory, 70% practice** through group discussions, presentations, case studies, role-playing, games, etc.



**AIMNEXT**

Professional Training & Consulting

#### HCM HEAD OFFICE

Nam Giao Building 1, 261-263 Phan Xich Long, Ward 2, Phu Nhuan Dist, HCM

#### HANOI REPRESENTATIVE OFFICE

Sao Mai Building, No.19 Le Van Luong St., Thanh Xuan Dist., Hanoi