

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.



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