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**Практичне заняття 11  
The Essentials of Business Etiquette (Основи ділового етикету)**

### **Title of the Book:**

## The Essentials

## of Business Etiquette

#### Section 1: Greet

#### Key Components of Your Success:

* your ability to get along with people
* to exhibit good manners
* to project an impressive image
* and to make others feel comfortable

#### Establishing Rapport

Part I

Basics for Establishing Rapport

* greeting,
* acknowledging others,
* and conducting conversations effectively and politely

#### 1. What's in Your Name?

Etiquette says you should call people what they want to be called:

* Pay attention when people introduce themselves, or notice what they write on their name tags.
* Don't shorten someone's name or use a nicknames unless you know the persons wants it that way.
* If you don't know what to call a business associate, you can always ask.

#### Success

You made it!

Trivia: My last name is very difficult for people to pronounce, and they get frustrated trying to say it correctly. Should I change my name?