

ETIQUETTE FOR EVERYONE

Professional Training Solutions for Client-Facing Teams

Training Guide 2025

Elevate Your Team. Strengthen Your Brand.

At **Etiquette For Everyone**, we deliver practical, professional etiquette and communication training designed to help your team stand out—whether they're serving guests, hosting clients, or representing your brand face-to-face.

This guide provides a detailed look at our most in-demand programs, who we serve, how we work, and what sets our training apart.

Who We Work With

We specialize in industries where first impressions and people skills drive business success:

- **Hospitality:** Hotels, resorts, restaurants, guest relations teams
 - **Retail:** Luxury boutiques, department stores, high-touch customer service
 - **Corporate Services:** Sales teams, executive assistants, front-desk professionals
 - **Real Estate & Automotive:** Agents, showroom staff, client-facing consultants
 - **Travel & Events:** Airline staff, tour operators, event planners, concierge services
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Our Core Training Programs

All workshops are interactive, scenario-based, and designed to be applied immediately in the workplace.

1. Dining Etiquette & Client Hosting

Perfect for teams who entertain clients over meals or represent the brand in formal settings.

Key Topics:

- Business dining do's and don'ts
 - Hosting with confidence
 - Multi-course meal etiquette
 - Managing conversations at the table
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2. Positive Body Language & First Impressions

Essential for all customer-facing roles.

Key Topics:

- Non-verbal communication mastery
 - Posture, eye contact, facial expressions
 - Warm greetings and confident presence
 - Reading client cues effectively
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3. Cross-Cultural Etiquette

Ideal for global businesses or multicultural clientele.

Key Topics:

- Cultural differences in communication styles
- Gestures, personal space, and greetings
- Avoiding cross-cultural missteps
- Respecting international dining and service expectations

4. Polished Communication Skills

Designed for professional clarity and impactful conversations.

Key Topics:





- Confident introductions and small talk
- Active listening and positive phrasing
- Handling complaints or difficult conversations with grace
- Verbal and non-verbal alignment

Why Our Training Works

- ✓ **Real-World Focus** – Based on over a decade of hands-on experience with multicultural cabin crew from a leading global airline.
- ✓ **Immediate Application** – No fluff. Just practical tools your team can use right away.
- ✓ **Culturally Aware** – Built on our deep understanding of international norms and service expectations.
- ✓ **Engaging Delivery** – We don't lecture—we coach, role-play, and interact.

Training Delivery Options

We offer flexible formats to suit your team:

-  **On-Site Workshops** (1-day, half-day, or multi-session formats)
 -  **Virtual Training** (ideal for remote or global teams)
 -  **One-on-One Executive Coaching**
 -  **Customized Programs** tailored to your brand and service style
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Client Testimonials

“Our team felt more confident and polished immediately after the training. Guests noticed the difference.”

— **Terilyn Andres, Sales Manager, Sofitel Downtown**

“The workshop on body language completely changed how our sales team presents themselves.”


— **Rachelle Keyrouz, Training Manager, Marli New York**

Let's Elevate Your Service Standards

Ready to invest in your team's professionalism and poise?

Contact us for a free consultation or to receive a customized proposal.

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