



Manners That Sell: Adding the Polish That Builds Profits

Lydia Ramsey

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Invaluable etiquette guidelines for today's business professionals. Now that technology is changing the way people do business, proper manners and etiquette have become more important than ever. In this comprehensive guide to mastering everything from professional relationships and correspondence to business attire and luncheons, the author demonstrates that interpersonal skills are as crucial to success as are innovative products and services. Covering topics including business handshakes, telephone courtesy, electronic etiquette, office manners, gift-giving in the office, and international business, the author offers hundreds of useful, practical suggestions for the veteran business professional and novice alike.

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