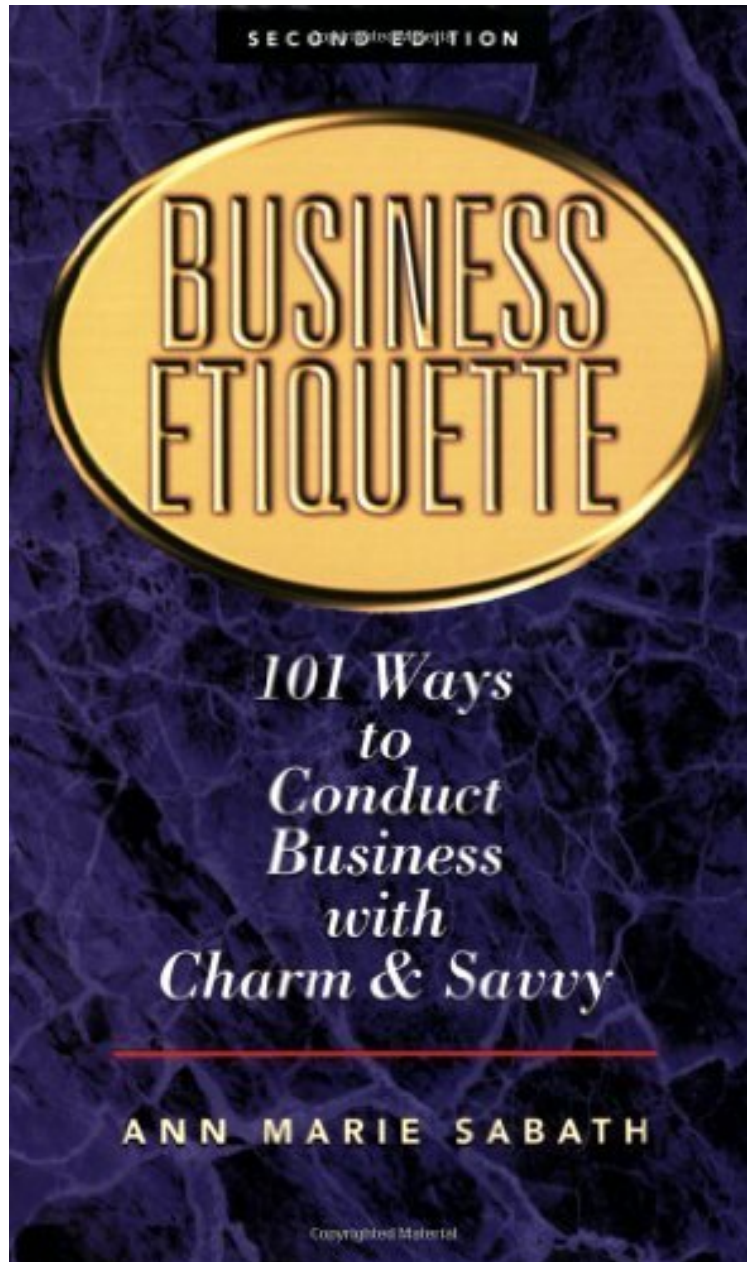


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# Business Etiquette: 101 Ways to Conduct Business With Charm and Savvy

*Ann Marie Sabath*

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**Ann Marie Sabath : Business Etiquette: 101 Ways to Conduct Business With Charm and Savvy** before purchasing it in order to gage whether or not it would be worth my time, and all praised Business Etiquette: 101 Ways to Conduct Business With Charm and Savvy:

54 of 57 people found the following review helpful. the only reason to buy this book is for a laugh...By David K. W. MaI read the excerpt of this book in an MBA career magazine recently and I have to say it's ridiculous. I am born and raised in Hong Kong and have worked in an investment bank there, so you bet I know a thing or two about the Chinese culture. Look at what the author's advice is for doing business in Hong Kong: 1)"Acknowledge the most senior person first by bowing. Always bow lower than a person who outranks you, and raise yourself only after the other person has done so..." -- Pretty complex set of rules, eh? Wonder if they're true? The truth is, we don't bow at all!! 2)'Touching and patting are considered taboo' -- never heard of it. 3)'Men should avoid crossing their legs while sitting' -- Not true. Never heard of it. 4)'Avoid giving a clock. The noise it makes signifies death.'-- Imaginative. Actually, it's true, but for the wrong reason. It's not the noise it makes, but the pronunciation of 'give clock' in Chinese sounds like a Chinese custom that is related to death. This shows how much an 'expert' the author is. 5)Now this is the best one: "You will not be offered a napkin. It is appropriate to blot your mouth on the tablecloth." -- First you WILL be offered a napkin. And if you follow the author's advice and blot your mouth on the tablecloth, you will receive the same look from everyone at the table as you would if you do it in the western world. My impression is that the book plays a lot of little tricks with Chinese customs the same way Hollywood directors do, which is far from the truth. (my comments only refer to the part on doing business in Hong Kong; perhaps the author does a fine job in other chapters. I don't know)15 of 16 people found the following review helpful. Nothing NewBy Amy in miI didn't find this book terribly useful. Most of the concepts presented in the book were common sense and did not specifically apply to business. The book centered around typical social etiquette (which certainly applies in the business world), but did not provide much business-specific guidance. I found that most of the concepts were covered in general etiquette publications. I was also disappointed to find that the book did not provide specific solutions for breaches in business etiquette. I guess I was looking for some nice catch-phrases and replies for the business user. I do think the book was simple to read, and might be a good book for newcomers to American business etiquette.1 of 1 people found the following review helpful. Lite-reading .... learning and chuckling at the same timeBy Pork ChopSince this author makes a living writing newspaper articles, but mainly,doing corporate presentations, or so she says, this explains the lite-reading aspect of the book's 191 pages, and the tendency of the author to teach various situations of etiquette while having the readerschuckling on and off, throughout the work. Not being an expert, some ofthe advise, a few times, is questionable, especially for people at homereceiving calls from telemarketers, to demand to speak to those guys'supervisors. Really ? Get real! Especially with sales outfits makingcalls from across the planet in India, where can you find a supervisorover there, or if you find one, who knows what the do-not-call list is,or cares. Other situations are appropriate and interesting.The brevity, and lite-ness of the book suggests the author mainlybenefits workers from lowering those busy-bodies blood pressure throughthis etiquette lesson in major corporations, vs. training these to becomeexperts.

Ann Marie Sabath, the "Ms. Manners of the Midwest," according to USA Today, offers to-the-point solutions to the most commonly asked business etiquette questions. She helps readers overcome moments of indecision, giving them the ability to function with the confidence that the impression they are making is a positive one. She helps us avoid that oh so embarrassing office faux pas, or unintentional inappropriate behavior, or appearance blunders that could lead to ridicule, social seclusion or even business disaster. This book thoroughly examines: the art of getting people to talk; proper attire; correct correspondence including rules about email; pleasing phone manners with tips about voicemail; dealing with decision-makers; handling social occasions and situations with ease and grace; international courtesy including the dos and taboos; and many business occasions where knowing the correct thing to do will pay off.