

Logo Design and Brochure Layout

Welcome to etiquetteXpectations!

As with many things noticeably absent from society, etiquette has seemingly disappeared along with both vinyl records and dinosaurs. Insolence and incivility has reared its head as demonstrated in the workplace, on our highways, and in schools.

etiquetteXpectations has been created to help professionals, families and teens obtain the knowledge, skills and confidence to build a solid foundation of etiquette and social graces in their personal and professional life. All of us can attest to situations in which, if we had known what to do, it could have saved us embarrassment or even a job. Etiquette accomplishes many tasks. However, the one noteworthy function is it shows respect and deference to others.

Our contemporary and interactive programs focus on the elements individuals and organizations need to enhance their image and to present themselves to others in a sophisticated and confident style. People prefer doing business with those who reflect a universally accepted standard of quality behavior.

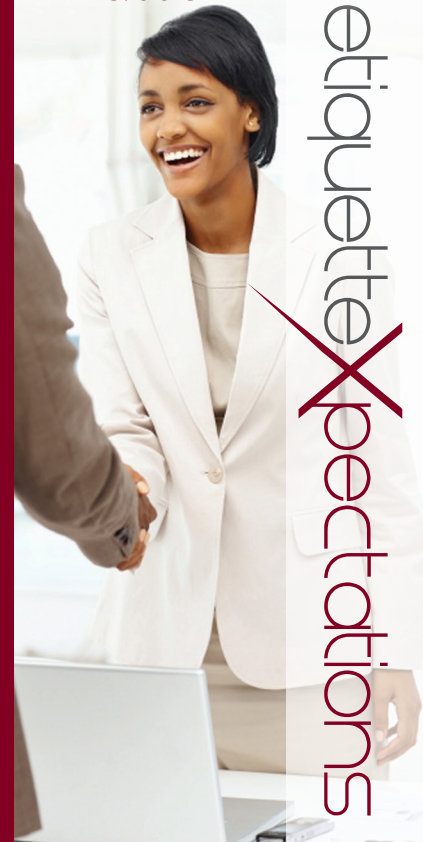
Whether you are a seasoned professional looking to refine your skills to make yourself more competitive in today's market; a young adult preparing for a job or college interview; or a parent who would like to prevent their child from succumbing to the peer pressures of today, contact us and let us help guide you.



ETIQUETTEXPECTATIONS
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When Manners Matter!



President and Founder



Delores H. Finlayson spent nearly 20 years in administrative management with Morgan Stanley, a leading global financial firm. As a versatile, high-energy professional, she demonstrated hands on leadership while conducting broad-based training programs.

Over the years, she has watched young adults enter internship programs without appropriate social skills, business etiquette or the ability to exercise good judgment. The results often led to poor evaluations and the decision not to invite them to participate in future programs.

After careful consideration, Delores decided to apply her experience and training and develop a comprehensive etiquette and protocol curriculum for everyone from blue suits to blue jeans.

Delores has a Master of Science in Organizational Leadership. She is also a graduate of The Protocol School of Washington where she was trained and certified as a Corporate Etiquette and International Protocol consultant. In her youth, she toured the United States and traveled abroad as a Double Dutch professional. She and her teammates appeared in commercials and performed in professional venues.

Delores is a devoted wife and resides in the greater New York area.

etiquetteXpectations



Services

etiquetteXpectations seeks to provide individuals, corporations, colleges and universities with the finest and most current business etiquette and protocol information in a professional manner.

We offer workshops, seminars and individual coaching. We will customize a presentation or class course on select topics that best meet the needs and culture of your organization or institution.



Communication Skills

Telephone manners, voice mail, mobile phones, e-mail etiquette, social media, body language



Office Life

Chivalry, elevator etiquette, cubicle etiquette, communal equipment, office/cubicle décor



Greetings and Introductions

Proper introductions, host and guest duties, handshakes, name tags, business card exchange



American and Continental Style Dining Tutorial

Proper dining skills in formal and corporate settings



Enhancing Your Professional Image

Dressing for success, business attire, decoding dress codes, grooming tips, building a professional wardrobe



International Protocol

Customs, cultural differences, gestures