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Hilka Klinkenberg

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Designed to help professionals feel self-assured and confident. Gives advice on topics important to everyone in business today, including: 1) Tipping-who should tip and who shouldn't, how much to tip, when it's appropriate to tip, and when it's insulting, tips for tipping in foreign countries. 2) Entertaining-advice for successful business lunches and dinners, an easy-to-use guide to table manners, when it's all right to entertain your boss-and when it isn't. 3) Meeting People and Making Conversation-how to make the right introductions, forms of address: when to use first names or Mr., Mrs., Dr., etc., when to exchange business cards and when not to. 4) International Matters-entertaining international clients-in the U.S. and in their own countries, do's and don'ts of doing business in other countries, international business travel-being aware of the customs and conventions of each country. 5) Communicating Effectively-writing the right letters-from business letters to personal notes, how to speak well anywhere at any time, avoiding telephone turnoffs. 6) Corporate Gifts-giving to clients, colleagues, and office staff, gift-giving customs in other countries. And much, much more.

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