

LESSON PLAN

Corporate Civility: Attending to the Details

Lesson Plan Contents at a Glance:

Profiling my client	8
The basics of corporate courtesy.....	10
Courtesy for out-of-town clients.....	22
Seasonal greetings and extending and accepting invitations.....	29
Dining with clients	36
Event planning	43
Attending social events with clients	44
Golf Etiquette	47
Thank you cards	50
Corporate gift-giving	56
Appendix A – Participant Masters File.....	63–72