



MARGARET ANN PRITCHARD

Certified Etiquette & Protocol Consultant

The Protocol School of Washington

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Margaret Ann Pritchard is founder of Manners and Protocol, LLC, a company specializing in business etiquette and protocol services. She is a gifted speaker and trainer for audiences across the United States. Her unique presentations are recognized for world-class quality and professionalism.

Margaret Ann is genuine. Having more than twenty years of leadership experience with BellSouth, she has a unique style that makes etiquette fun, enjoyable and rewarding. She has been featured on radio and television as well as in numerous publications nationwide. Her content-rich presentations have been applauded for her knowledge, entertaining style, humor, and the real-life experiences she shares.

She received her Bachelor of Arts and Masters of Science degrees from Vanderbilt University in Nashville, Tennessee. She has been certified and trained as a corporate, international and children's etiquette consultant by The Protocol School of Washington. She is a member of the National Speakers Association and the International Association of Protocol Consultants.

THE CUSTOMER IS ALWAYS THE CUSTOMER

Everyone is striving to best serve the people who purchase their products. In this dynamic five-hour seminar, we'll cover telephone etiquette, introductions, body language, smart conversations, customer recovery and more. This seminar is an essential tool for business owners and managers who want to create and enhance exceptional customer service in their business.

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WHAT SOME OF OUR CLIENTS ARE SAYING

"This class is the best money my wife and I ever spent."

"My husband and I are still singing your praises. What a fun, helpful class, and you are a great leader and example. This is truly your niche! We are looking forward to your next seminar!"

"This seminar refreshed my memory about etiquette, business skills and the fine art of dining (and introduced new information, as well). It was beneficial to me, personally, and in my business relationships. Thank you!"

"Your professional, informative instruction made the hours fly by. I wish the workshop had been longer as I realized how beneficial it was to me. You are a gifted teacher."

"Thanks for a delightful and gracious day of entertaining education. You were marvelous! I loved your authenticity."

Manners and Protocol, LLC

Post Office Box 3446
Brentwood, Tennessee 37024
Telephone: 615 661 6313
Facsimile: 615 377 4674



Margaret Ann Pritchard
MANNERS AND PROTOCOL, LLC

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The Fine Art of Etiquette & Protocol
www.mannersandprotocol.com

Did you know that technical skills account for only 15 percent of the reason you get a job, keep a job, or advance in a job? The rest comes from people skills, according to research from Harvard University, The Carnegie Foundation and The Stanford Research Institute.

We live in a world where what you know will only take you so far. The rest of the way is paved with proper manners. Manners and Protocol, LLC is a leading etiquette and protocol company committed to helping individuals acquire the polish needed to excel in any situation, personally or professionally. We will introduce you to proper business and social etiquette, unique international protocols, and superb customer service techniques.

Whatever your business, whatever your age, knowing how to handle yourself in different situations will become one of your most valuable assets. Let us introduce you to the world of Manners and Protocol.

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“Good manners are like a road map for society. They help us navigate tough situations. We don’t have to backtrack because we haven’t taken wrong turns. We will reach our destination without the road rage. Good manners are free, but they are also priceless.”

- Harvey Mackay

PROFESSIONAL SPEAKING ENGAGEMENTS

Favorite Audience Programs:

- PROFESSIONAL DINING SAVVY
 - PROFESSIONAL BUSINESS SAVVY
 - THE TELEPHONE: EVERY CALL MEANS BUSINESS
 - THE SOCIAL GRACES AS A BUSINESS TOOL
 - DINING TUTORIALS
 - THE CUSTOMER IS ALWAYS...THE CUSTOMER
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PROFESSIONAL BUSINESS ETIQUETTE & DINING SAVVY

This powerful one-day seminar and luncheon tutorial includes Business Etiquette and Dining Skills. Clients include corporations, professional organizations, universities and national, regional and local conferences. Some of the topics featured are listed below:

- World Class Entertaining
- Host and Guest Duties
- Styles of Eating
- Toasting
- Tipping
- Navigating the Place Setting
- Napkin 101
- How to Eat Various Foods
- Introductions
- Handshaking
- Eye Contact
- How to Remember Names
- Business Cards
- Seating
- How to Mingle
- The Name Badge
- Conversation Skills
- Electronic Etiquette

YOUTH ETIQUETTE PROGRAMS

Confidence-building programs promoting leadership and dining skills

Our etiquette classes build self-confidence, self-esteem, and set a foundation for future growth. Our students’ confidence and self-awareness will grow as they develop leadership skills they can use for a lifetime.

During this program and dining tutorial, children and youth will be taught basic social etiquette and how to navigate a formal table setting. Through a variety of real-life experiences, they will learn how manners can have a positive impact on their lives. Students also receive a reference workbook summarizing all the lessons presented in the program.

TOPICS OF INSTRUCTION INCLUDE THE FOLLOWING:

- Making Proper Introductions
- Handshaking
- Eye Contact
- Name Badges
- Telephone Etiquette
- Handling the Knife and Fork
- Seating Etiquette
- Napkin Etiquette
- Table Manners
- American and Continental Styles of Eating
- Confident Dining
- Polite Conversation
- Dining Do’s and Don’ts
- Dining Tutorial

Classes are for ages 8-12, 13-17, and 18-22.