

MORE THAN GOOD MANNERS

THE LONDON LADY AND ENGLISH GENTLEMAN “An Introduction to manners and etiquette”



ONE DAY COURSE

VENUE: The Lansdowne Club, 9 Fitzmaurice Place, London, W1 5JD

THE OBJECT AND SUITABILITY OF THE COURSE

This one day course is designed to be informative yet fun, and aims to provide participants with an overview of the correct use of good manners and etiquette, combining both theory and practice.

Ideal for all sorts of circumstances, for example meeting and entertaining guests, moving or applying for a job, applying for a college place or simply to boost self-awareness and confidence!

WHAT ARE MANNERS AND ETIQUETTE?

Manners are nothing to do with whether you are rich, have had a good education or grew up in certain social circles. Today, people are much more likely to define themselves by their work, their interests, as well as their background or social status.

Learning the basis of good manners and etiquette can make you feel far more confident in different social and business situations. It is also important to put other people at their ease and to show them what might be called ‘natural politeness’.

A basic guideline is to follow the ‘less is more’ principle meaning that stiff and rigid manners are of less use in social and business situations, whereas more charm, poise, and natural consideration for other will be of far greater value.

We believe in approaching this subject in a relaxed, enjoyable and interactive way, always focussing on the particular needs of participants. Our courses have been taken by both individuals wishing to learn the basics of manners and etiquette for social situations as well as corporate clients for training purposes.

We welcome all age groups and nationalities on our courses.

Course sessions may be run for mixed groups of both men and women, or, if preferred, for ‘ladies only’.

MORE THAN GOOD MANNERS

THE LONDON LADY AND ENGLISH GENTLEMAN “An Introduction to manners and etiquette”



FORMAT OF THE COURSE

The course is designed for small groups (a maximum of ten), and is split into two sections:

- a morning workshop session,
- an afternoon of activities based on various site visits in central London which will allow participants to try out their newly acquired skills in manners and etiquette.

The outline programme below indicates key areas and learning points covered in the course. Content can be tailored according to personal interests or needs.

OUTLINE PROGRAMME

MORNING SESSION

10.00am **INTRODUCTIONS AND SETTING THE SCENE**

10.30-12.00pm **WORKSHOP SESSION**

The workshop session covers some key learning points as follows:

MEETING AND GREETING PEOPLE AND MAKING THE RIGHT IMPRESSION

In this session we cover:

- the correct protocol for meeting and greeting people in a variety of situations, both social and business, including how to introduce yourself appropriately and correctly, as well as how to introduce others around you in the same way
- how to meet and greet people effectively when entering a room for the first time
- the correct terms of address, for example, when meeting people with titles
- the use of body language when meeting and greeting people including eye contact, shaking hands, use of the ‘five foot and ten foot’ rule and when meeting a member of the Royal family, how to shake hands, how to curtsy (for women!) and to bow (for men).
- tips for engaging in the art of conversation and how to network and ‘work a room’ successfully

DRESSING FOR SUCCESS

First impressions of how we look when meeting other people count and cannot be underestimated.

In this session we provide:

- tips about correct ways of dressing, accessorising and grooming, for both men and women, in both business and more formal social situations.

MORE THAN GOOD MANNERS

THE LONDON LADY AND ENGLISH GENTLEMAN “An Introduction to manners and etiquette”



COMMUNICATION

Nowadays we are faced with a wide range of choices when communicating with people. Knowing which method of communication to use in different social and business situations is a key to success.

This session covers:

- the appropriate usage and protocol for using modern media such as Facebook and other social networking sites
- text messaging
- emailing
- tips on the subject of letter writing, including thank you letters,
- how to respond to invitations
- the use of correct language
- the use of titles and their correct written forms

AFTERNOON SESSION

13.00 – 14.30pm WORKING LUNCH (THREE COURSES) FOCUSING ON THE SUBJECT OF TABLE MANNERS

In this session we cover some key learning points such as:

- how to use the correct cutlery and glasses for each course
- the correct way of setting a table
- seating plans
- how to eat difficult or ‘tricky’ foods.

14.30 – 18.00pm PUTTING IT ALL INTO PRACTICE....

The afternoon session is designed to put into practice some of the key skills learnt during the morning workshop session, through interacting in real situations e.g with retail staff, hotel staff, taxi drivers and other service providers.

Focussing on a walking tour within the St James’s area, reached easily by foot from the Lansdowne Club, we include visits to a range of prestigious retailers such as **Locke and Co, Berry Bros and Rudd, Turnbull and Asser, Harvie and Hudson, Thomas Pink, Trickers, Lobb & Co, Paxton and Whitfield, Burlington Arcade, Bentley and Skinner, Fortnum and Mason.**

MORE THAN GOOD MANNERS

THE LONDON LADY AND ENGLISH GENTLEMAN “An Introduction to manners and etiquette”



The afternoon session also includes taking tea at Brown’s Hotel, (subject to availability or a location of similar quality), with the opportunity to learn the correct protocol and history behind this famous British tradition.

The afternoon concludes with a glass of wine at the Lansdowne Club.

MATERIALS

All participants who complete the course receive:

- written notes summarising key learning points of each subject covered in the workshop session
- the latest edition of ‘Debretts Etiquette and Modern Manners’.

COSTS

Costs for participation based on a minimum of 6 participants per course, are £350 per person, 50% payment non-refundable on booking and the remaining 50% to be paid 28 days prior to the date of the course.

Costs include all tuition, lunch, and other food and beverage costs as well as course materials. For groups of less than 6 participants costs can be quoted on application.

HOW TO ENROL

To enrol and to reserve your place on either of the course dates, please call +44 (0) 7769 687599 or email veronica@morethangoodmanners.com.

TERMS AND CONDITIONS

Once payment has been received, clients will receive a confirmation email with the arrangements for the day. The course will not go ahead until full payment has been received.

Postponement to a later date is considered on a case-by-case basis and at the discretion of More Than Good Manners and we may apply an amendment charge.

For cancellations, the fees are as follows: up to 2 working days prior to the engagement: 75% of the total cost of the course. 48 hours prior: 100% of the total cost of the course. More Than Good Manners cannot be held responsible for any expenses incurred by students due to a postponement or cancellation of the course.

In the unlikely event that the course doesn’t meet the stated minimum numbers of attendees then More Than Good Manners reserve the right to cancel the course. A full refund will be offered to fully enrolled clients within seven working days.