

# *Louise Fox* **PROTOCOL SOLUTIONS**<sup>®</sup>



Seminars presented by *Louise Fox* **PROTOCOL SOLUTIONS**<sup>®</sup> are customized to help you enhance your self-confidence, heighten your communication skills, outshine your competition, and increase your bottom line. Our goal is to educate, motivate, entertain, and meet the needs of today's business leaders.

In highly competitive markets where many companies offer similar services and products at similar costs, how you treat your customers may be as important to your company's success as the quality or price of your product. When you possess good manners, it puts your clients and customers at ease, increases customer satisfaction, and positively affects your company's bottom line.

Protocol Solutions offers seminars that will help you acquire the polish and knowledge of a world class executive.

*Louise Fox* **PROTOCOL SOLUTIONS**<sup>®</sup>

**126-78 ST. PATRICK STREET**

**TORONTO, ONTARIO M5T 1V1**

**PHONE: 705-345-1607**

**[louise@louisefoxprotocolsolutions.com](mailto:louise@louisefoxprotocolsolutions.com)**

**[www.louisefoxprotocolsolutions.com](http://www.louisefoxprotocolsolutions.com)**

## **BUSINESS ETIQUETTE SEMINARS AND WORKSHOPS**

Louise Fox offers on-site training seminars to corporations, colleges and universities, restaurants, associations, and non-profit organizations. Seminars may be conducted in the venue of your choice and customized to meet your specific requirements. The following is a list of her most popular programs.

### **OUTCLASS THE COMPETITION BUSINESS ETIQUETTE**

In today's competitive economy, training and expertise are essential; but you are also judged on your soft skills. Companies are looking for individuals who can handle a business meal, a game of golf with an overseas client, a trade show, or the computer, with finesse. Participants learn to "*Outclass the Competition*" with protocol intelligence—the ultimate business tool.

### **OUTCLASS THE COMPETITION DINING ETIQUETTE**

#### ***Feel Comfortable in any Dining Situation***

Often business is conducted at a cocktail party or over a meal. Instead of concentrating on the business at hand people get distracted by which cutlery to use. During this comprehensive dining seminar gain the self confidence needed to conduct business in any dining situation and how you can begin to build lasting relationships with your customers.

### **MASTERING YOUR MINGLE-ABILITY *How to Improve Your Networking Skills***

Many people are nervous meeting and making conversation with new acquaintances. According to a Stanford University study, there was no connection between grade point average of MBA students and success in business. Those most successful had superior conversation skills.

Companies are looking for people who can network effectively and adapt to a variety of social and business situations. Learn the art of conversation and gain the self confidence needed to work a room with ease.

### **AWARD-WINNING CUSTOMER SERVICE STRATEGIES**

#### ***Motivation and Training for Customer Service Professionals***

This special seminar is for customer service and hospitality professionals who want to increase their customer base and develop customer loyalty. Learn about empowerment, anticipating customer needs, and added value services that lead to repeat customers.

### **NETIQUETTE FOR TODAY**

#### ***Communicating Effectively in the Digital Age***

Relationships today often begin without face to face contact. Because first impressions are important the use of business etiquette in communication technology becomes increasingly significant. When using email and various communication technologies, "Netiquette" training can make the difference when creating a positive first impressions and establishing long term relationships. It offers solutions to help executives communicate more effectively and eliminate some of the most common, yet costly, mistakes.

### **GOING GLOBAL**

#### ***How To Succeed in the International Arena***

In today's global economy "Global Awareness" is indispensable and imperative to conduct business, be competitive, and foster goodwill. *Going Global* is an interactive discussion of cultural traditions, expectations, and needs of international executives coupled with an array of practical tips on cross cultural communication. This seminar is for anyone whose job requires communicating, negotiating and socializing in the global marketplace.

### **NEW: WEDDING ETIQUETTE TEA AND ETIQUETTE**



## *Louise Fox*

Louise Fox has twenty years experience in the food service, hospitality and special event planning industries.

Following a successful career as a provincial government consultant, Ms. Fox trained as a chef in the Culinary Management program at George Brown College and the Cordon Bleu School in London England. She was the owner/operator of a country inn in Muskoka for ten years. Prior to establishing *Louise Fox* PROTOCOL SOLUTIONS<sup>®</sup>, Ms. Fox planned events for a large international law firm in Toronto.

Ms. Fox holds a Bachelor's degree from Lakehead University and recently completed the Event and Meeting Management Certificate program at George Brown College. She is an active member of Meeting Planners International and Toastmasters International, holds a CTM designation, and is known for her entertaining and informative presentations. She has been trained and certified in Business Etiquette and International Protocol at the prestigious Protocol School of Washington<sup>®</sup> and presents business etiquette, international protocol, and dining seminars to business professionals who wish to "Outclass the Competition."

Ms. Fox's extensive experience in government, business and corporate environments, her extensive world travel, professional training as a speaker, training as an International Business Etiquette and Protocol Consultant at the prestigious Protocol School of Washington<sup>®</sup>, and her sense of humour, bring added value to all her presentations.

*Louise Fox* PROTOCOL SOLUTIONS<sup>®</sup>

126-78 ST. PATRICK STREET

TORONTO, ONTARIO M5T 1V1

PHONE: 705-345-1607

[louise@louisefoxprotocolsolutions.com](mailto:louise@louisefoxprotocolsolutions.com)

[www.louisefoxprotocolsolutions.com](http://www.louisefoxprotocolsolutions.com)