

The background of the image is a photograph of a classical building facade, featuring several large columns and arches. The image is overlaid with a semi-transparent blue band across the middle, which contains the text. The text is in a white, serif font.

AMBASSADORSHIP  
POLISHING YOUR  
“PRESENTS”



# PRESENTATION



# PRESENTATION



**PRESENT**

**A GIFT...TO ANOTHER.**

**A TIME...RIGHT NOW.**

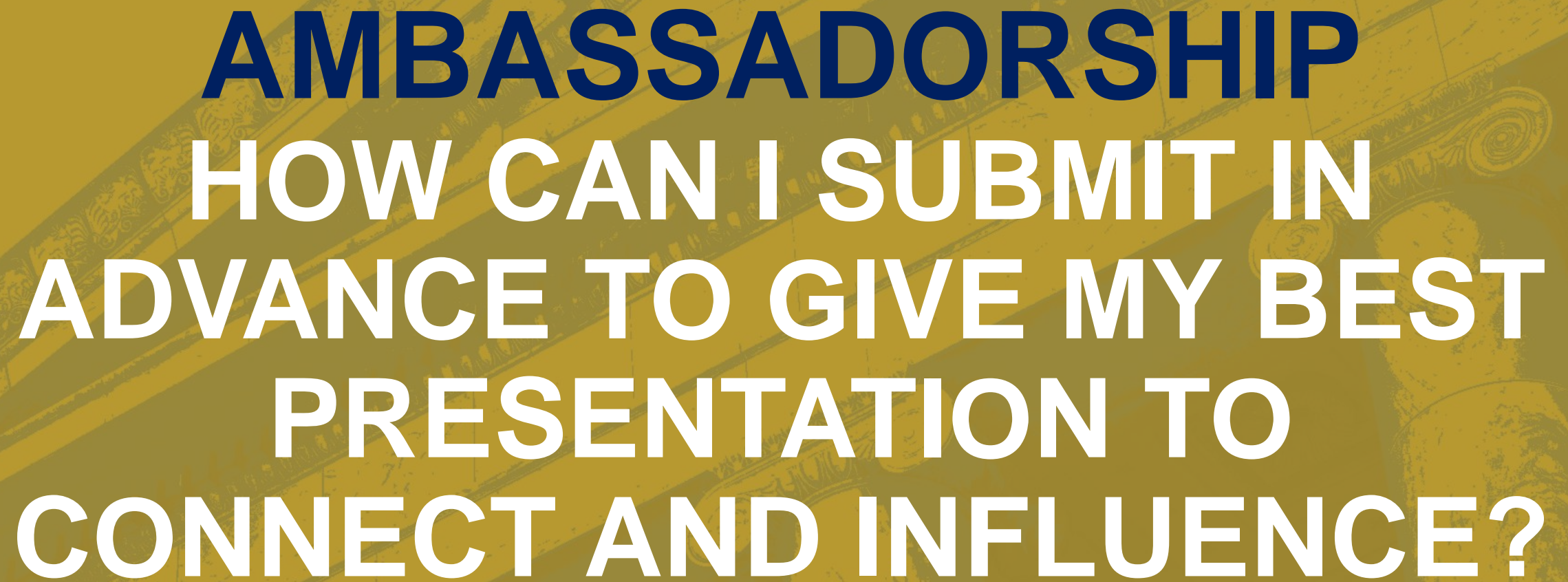


# PRESENTATION



**PRE-SENT**

**PRE...I DID IN ADVANCE  
SENT...TO SUBMIT**



**AMBASSADORSHIP**  
**HOW CAN I SUBMIT IN  
ADVANCE TO GIVE MY BEST  
PRESENTATION TO  
CONNECT AND INFLUENCE?**



CAPITOL LEADERSHIP  
EXPERIENCE

CALIFORNIA CTSO's

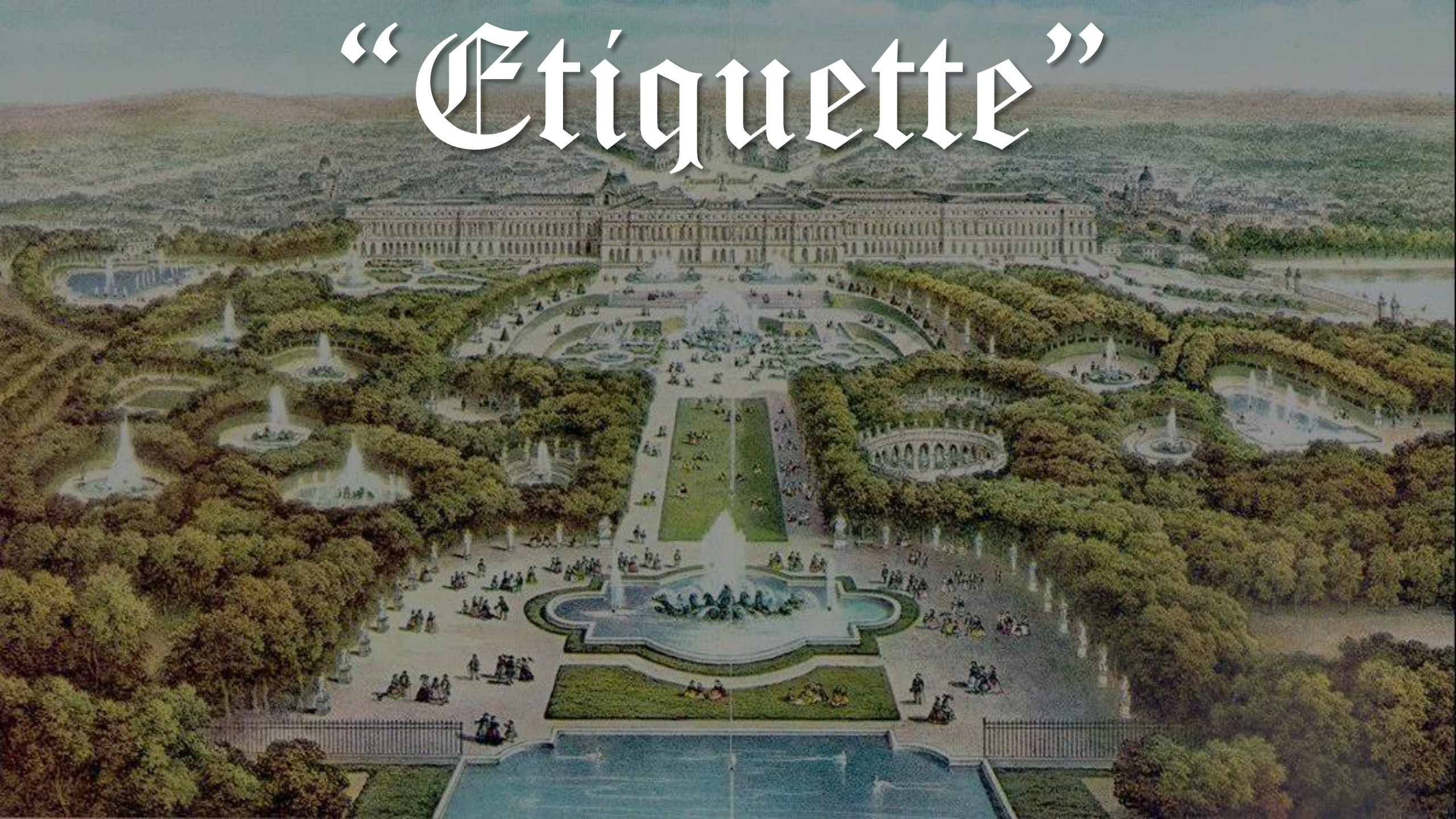


**BLACK TIE**

**WHITE NAPKIN**

**PRESSED, POLISHED  
AND PROFESSIONAL**

# “Etiquette”



# ETIQUETTE

- From the French for “Ticket or Label”
- The King’s decree for official rules for gatherings, festivals, and parties.
- Evolved into a “ticket” to court functions that explained the rules for where to stand and what to do at court.

# GET SET

 HEART SET

 MIND SET

 SKILL SET

# PROFESSIONALISM IS ROOTED IN "HOSPITALITY"

- **hospitality** [həspəˈtælədē]
- **NOUN** (not a VERB): *the friendly and generous reception and entertainment of guests, visitors, or strangers.*
- Derives from the Latin **hospes**, meaning "host", "guest", or "stranger". Latin word 'Hospital' means a guest-chamber, guest's lodging, an inn.
- Heart Set is to SERVE
- How would you prepare to receive a special guest/VIP in your home to stay, dine and spend time?



# HOSPITALITY REALLY IS..

I thought about

YOU

before you arrived

# ETIQUETTE TODAY

Etiquette from a business perspective is defined as ethical and socially acceptable behavior regarding professional practice or action among the members of a profession in their dealings with each other.



(Source: Henderson/Global Business Etiquette)



# EVERYDAY ETIQUETTE

"A small certain sacrifice in exchange for the opportunity to experience even greater **INFLUENCE** and **SUCCESS.**"



# ETIQUETTE REALLY IS...

the outer indication  
of your inner  
leadership and  
service dedication



# ETIQUETTE IS REALLY

the art of networking  
and growing your  
influence



# DINING ETIQUETTE IS...

the art of networking  
and growing your  
influence

WITH FOOD



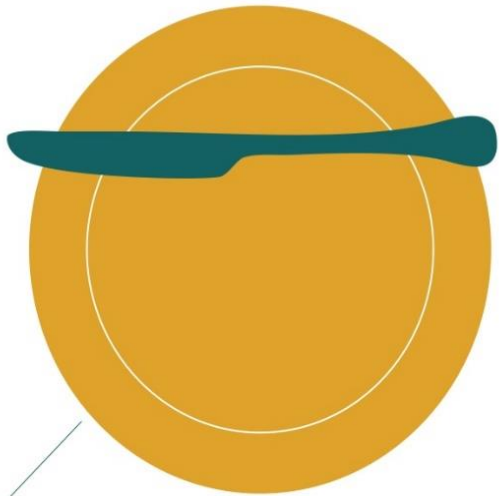
# DELICIOUS CHATS

SHARE YOUR  
ETIQUETTE &  
PROFESSIONALISM  
ADVICE

**Leadership &  
Etiquette Skill Takes  
Just as Much Time  
PRACTICE**



# THE SETTING



Your left hand "ok" sign will look like a lowercase "b".  
The "b" will be your bread and butter plate.

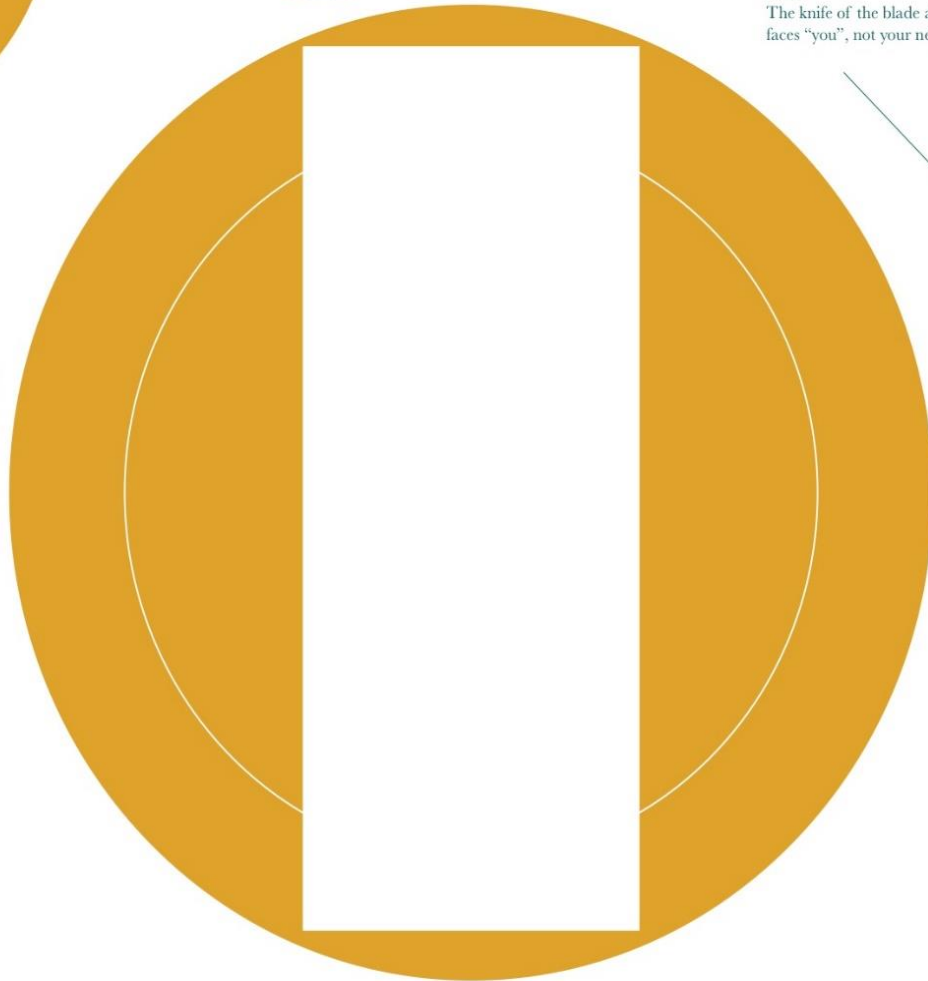


Make an "ok" sign with your Left and Right hands.

Your Right hand "ok" sign will look like a lowercase "d".  
The "d" will be your drink.



Knife  
The knife of the blade always  
faces "you", not your neighbor

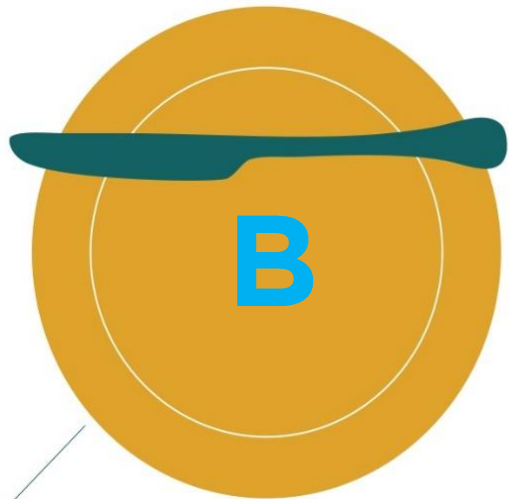


Forks  
4 letters in the word LEFT  
4 letters in the word FORK  
4 lettered utensils go on the Left



Knife and Spoon  
5 letters in the word KNIFE and SPOON  
5 letters in the word RIGHT  
5 lettered utensils go on the Right





Your left hand "ok" sign will look like a lowercase "b".  
The "b" will be your bread and butter plate.



Your Right hand "ok" sign will look like a lowercase "d".  
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Make an "ok" sign with your Left and Right hands.

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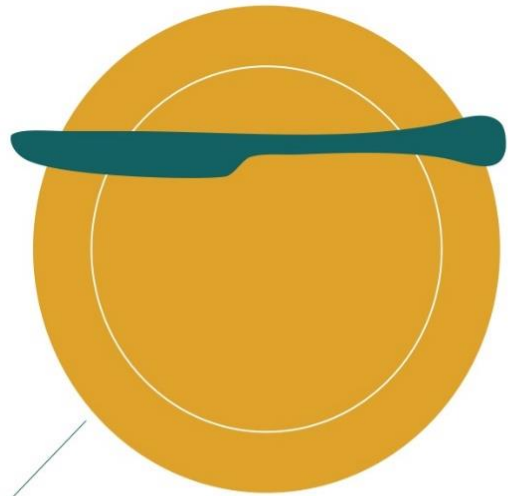


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Knife and Spoon  
5 letters in the word KNIFE and SPOON  
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# BMW: The Ultimate Dining Machine



Your left hand "ok" sign will look like a lowercase "b". The "b" will be your bread and butter plate.



Make an "ok" sign with your Left and Right hands.

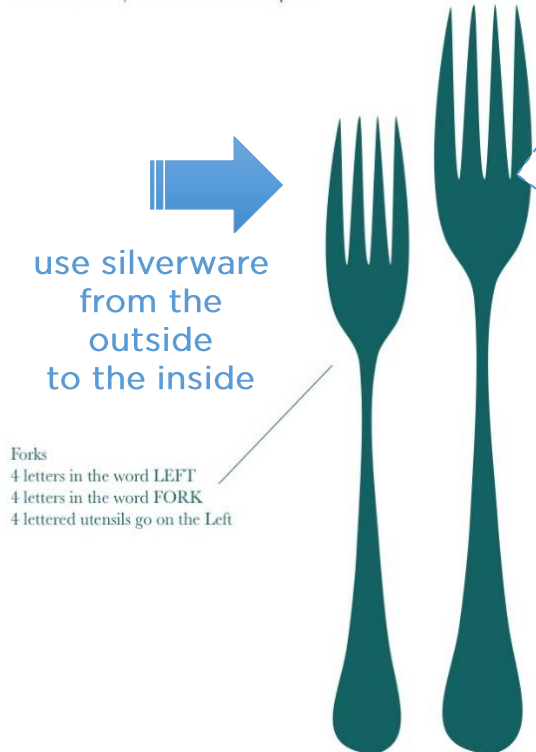


**Banquet Style**  
Begin eating when everyone at the table has been served

Your Right hand "ok" sign will look like a lowercase "d". The "d" will be your drink.



**Knife**  
The knife of the blade always faces "you", not your neighbor



use silverware from the outside to the inside

**Forks**  
4 letters in the word LEFT  
4 letters in the word FORK  
4 lettered utensils go on the Left

Fork Resting Position

Place Your Napkin on your lap when you are seated with a slight fold at the top

Knife Resting Position

4:00

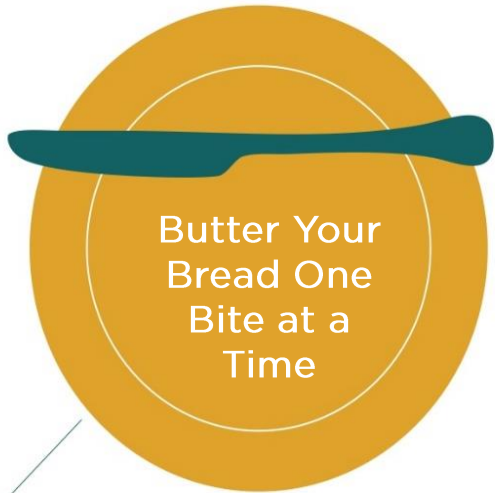
**Family/ Executive Style:**  
Begin eating when the host takes their first bite



Scoop soup away from you

**Knife and Spoon**  
5 letters in the word KNIFE and SPOON  
5 letters in the word RIGHT  
5 lettered utensils go on the Right

once a piece of silverware is picked up from the table place it on a plate



Your left hand "ok" sign will look like a lowercase "b".  
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Make an "ok" sign with your Left and Right hands.



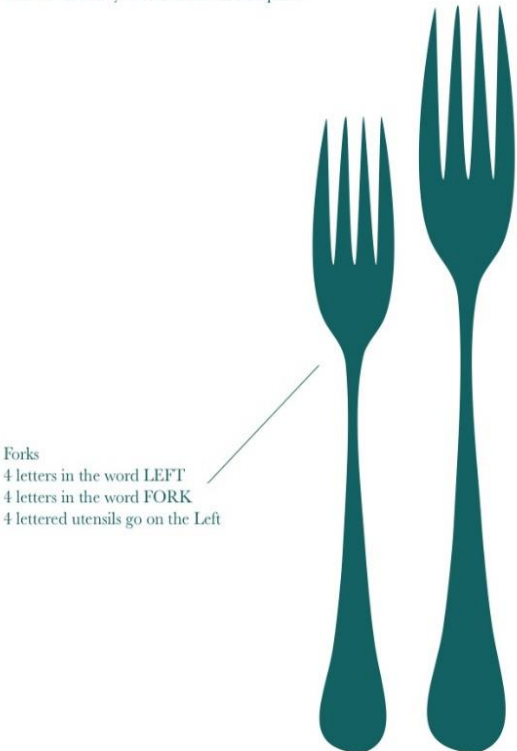
NEVER  
SEASON  
WITHOUT  
REASON

Your Right hand "ok" sign will look like a lowercase "d".  
The "d" will be your drink.

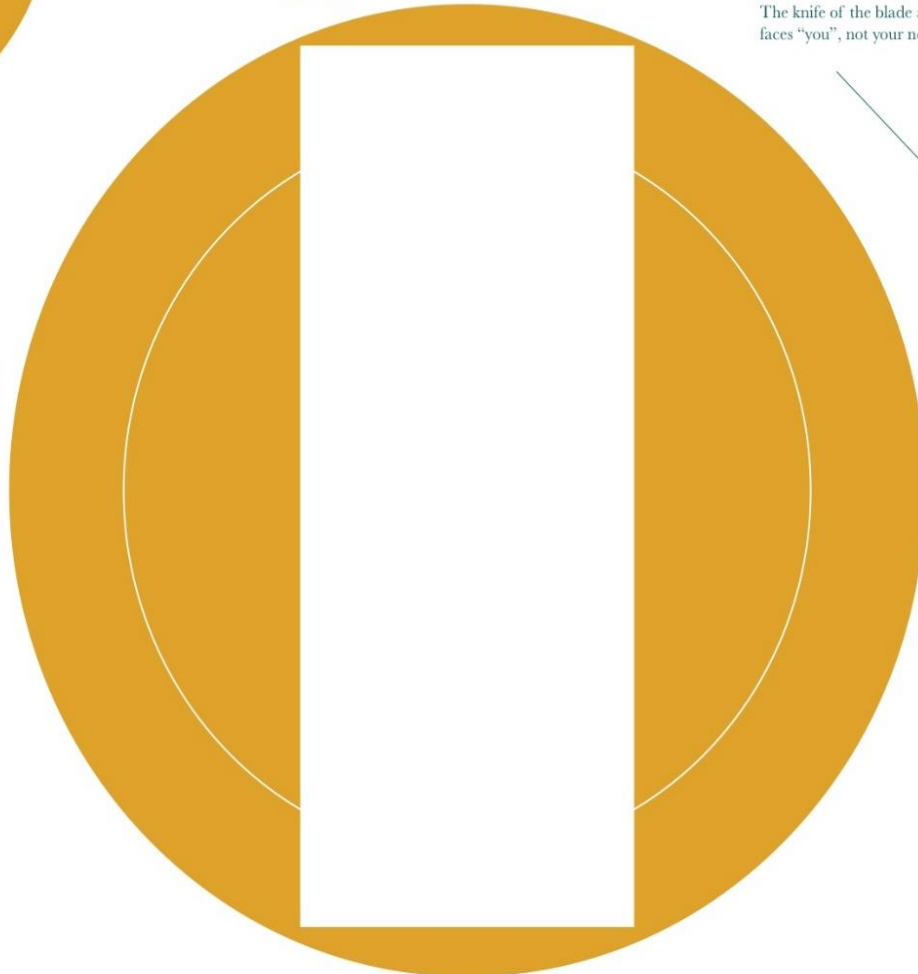
Salt and Pepper are married  
and always travel together



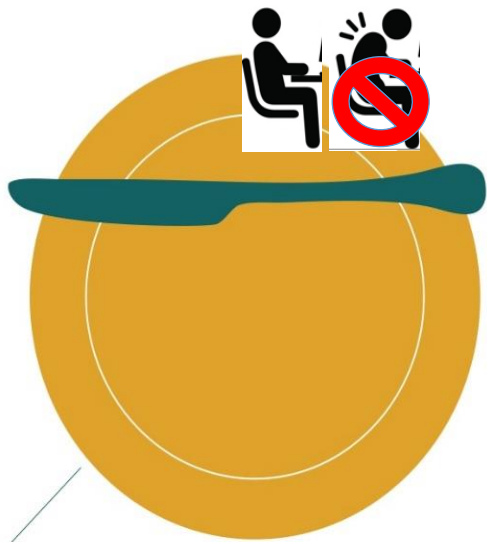
Knife  
The knife of the blade always  
faces "you", not your neighbor



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4 letters in the word LEFT  
4 letters in the word FORK  
4 lettered utensils go on the Left



Knife and Spoon  
5 letters in the word KNIFE and SPOON  
5 letters in the word RIGHT  
5 lettered utensils go on the Right



Your left hand "ok" sign will look like a lowercase "b".  
The "b" will be your bread and butter plate.



Forks  
4 letters in the word LEFT  
4 letters in the word FORK  
4 lettered utensils go on the Left



NEVER  
GREET  
FROM  
YOUR  
SEAT



RISE TO  
REGONIZE  
AND  
WELCOME



Make an "ok" sign with your Left and Right hands.



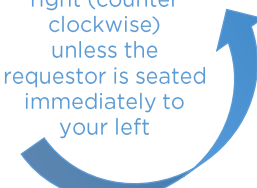
Knife  
The knife of the blade always  
faces "you", not your neighbor

Your Right hand "ok" sign will look like a lowercase "d".  
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Knife and Spoon  
5 letters in the word KNIFE and SPOON  
5 letters in the word RIGHT  
5 lettered utensils go on the Right

pass food to the  
right (counter  
clockwise)  
unless the  
requestor is seated  
immediately to  
your left



# PROFESSIONALISM FUNDAMENTAL SKILLS

Interested  
Before  
Interesting

# PROFESSIONALISM FUNDAMENTAL SKILLS

Never Greet  
From Your  
Seat

# PROFESSIONALISM FUNDAMENTAL SKILLS

STAND  
and  
DELIVER

# PROFESSIONALISM FUNDAMENTAL SKILLS

Do Not  
Season  
Without Reason



# PROFESSIONALISM FUNDAMENTAL SKILLS

The Leaders Who  
**KNOW THE RULES**  
RULE

# PROFESSIONALISM FUNDAMENTAL SKILLS

Leaders  
ARE  
Readers



**IN CASE OF  
EMERGENCY!**

**SMILE! Eye Contact!**

**And DO NOT**

**Call Attention**

**To Yourself**



CAPITOL LEADERSHIP  
EXPERIENCE

CALIFORNIA CTSO's

The background of the image features a low-angle, upward-looking perspective of classical architecture. It shows several large, fluted columns supporting a heavy entablature with a decorative frieze. The image is color-graded with a dark blue overlay and a golden-yellow tint, giving it a dramatic and formal appearance.

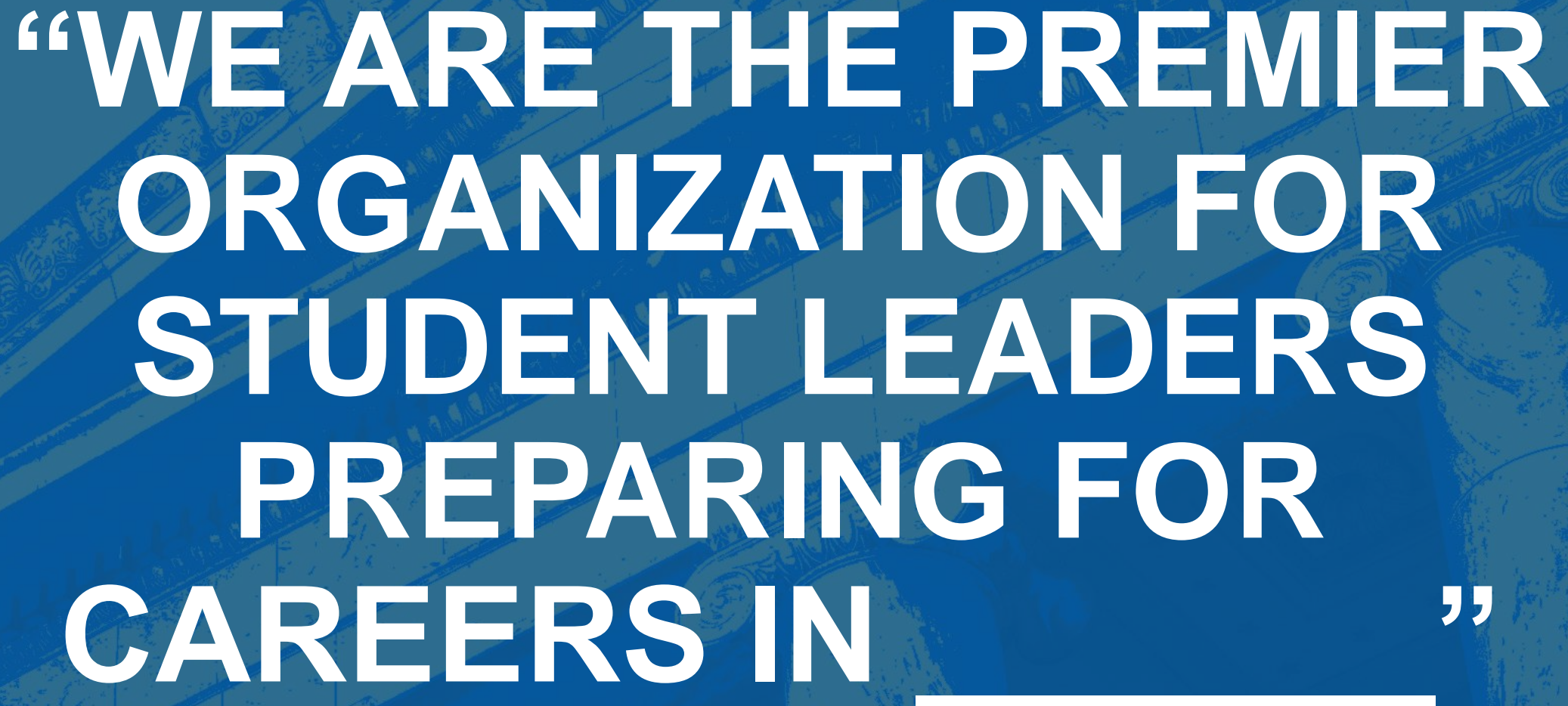
# MAKING YOUR INTRODUCTION



**GNAPR**

**G**REETING  
**N**AME  
**A**SSOCIATION  
**P**OSITION  
**R**EASON





**“WE ARE THE PREMIER  
ORGANIZATION FOR  
STUDENT LEADERS  
PREPARING FOR  
CAREERS IN \_\_\_\_\_”**





CAPITOL LEADERSHIP  
EXPERIENCE

CALIFORNIA CTSO's