

WAKEFIELD & WAKEFIELD

Business Etiquette

set yourself apart • get an edge

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GOING UP WITH ELEVATOR ETIQUETTE

*I had the pleasure of attending a 12:00 meeting at Montgomery Park this month. Although I was trying to adhere to the important etiquette tenant of being on time, I am human, and was running late. I thought by some miracle I had made it in time for my appointment. I parked my car and entered the building to find an unexpected obstacle: **elevator rush hour!** I was doomed to be late.*

*My experience navigating the busy elevator system put my elevator manners to the test and highlighted **the importance of elevator etiquette.** Follow these few tips to make getting where you are going pleasant and efficient for all.*

BOARDING

- **Stand away from the door opening** when waiting to board, allowing others to exit before you board.
- **Check direction.** No need to further crowd a busy elevator for a joy ride down to the second floor when you really hope to go up to the tenth floor.
- If the car is **packed with people or a large item, wait** for the next opportunity rather than squeeze in.

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ABOUT US



Libby Mack Van Vleet has a background in marketing and administration, and is a certified high school English teacher. She is a

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RIDING

- Feel free to **ask someone else to please push the floor button** for you if you cannot reach easily yourself.
- **Keep conversation to a minimum** to avoid irritating fellow riders who may not care as much about your discussion. Also, Portland is a small town. You never know who knows who in that elevator, but you can be guaranteed everyone is listening. Really, the only safe topic to discuss in an elevator is probably the weather.
- No staring, smacking gum, using your cell phone or grooming.
- **Hold the elevator door** for people coming toward you in hallway. All someone has to do is press the “open” button to make the approaching person feel good. People will remember!

EXITING

- **Remember, whoever is in front, goes first.** Even if you haven't reached your destination floor, step out of the car to allow those in back to exit. It's a great move to pleasantly say, “My floor,” rather than pushing forward if you feel trapped in the back of the car as you reach your floor.

Being observant and thoughtful when boarding, riding, and exiting the elevator makes it a better day. Do your part to make a busy elevator system as efficient and pleasant as possible.

YOUR Business Etiquette Topics:

Submit your thoughts and questions to libby@wakefieldetiquette.com.

Libby will address your ideas in upcoming issues of our newsletter.

HOW DO YOU WANT TO BE REMEMBERED?

Libby Van Vleet and her father Wake Mack promote business etiquette. It is a smart and easy way to retain clients. Increase business earnings and sales. It is time to take your employees to the next level.



When you retain the services of Wakefield & Wakefield, be prepared for success as your staff members maximize their potential and exceed

graduate of Colorado College and Chapman University.



Wake Mack is a former lawyer, local businessman and financial services development officer. He graduated from Notre Dame, Willamette College of Law, and served in the U.S. Marines Corps.

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WISE WORDS

“Do not wear your courtesy like a watch, to be taken out now and then when you want to impress people. Be courteous always, wherever you go, with whomever you happen to be.”

– *Sister Mary Mercedes*

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expectations.

Set yourself apart to get an edge. People will remember!

For further information about Wakefield & Wakefield, contact Libby at 503-893-9253 or libby@wakefieldetiquette.com.

SUPPORTERS AND CLIENTS

Thanks to all of our fabulous clients and supporters.

- Arlington Club Speakers Corner – Arlington Club
- CB Richard Ellis, Inc. - Mike Wells, Managing Director
- Isler Northwest LLC – Tania Gitch, C.P.A.
- National Charity League, Inc. – Sarah Allen, Portland Chapter
- Washington Trust Bank – Linda Williams, President, Oregon Region

WHAT PEOPLE ARE SAYING...

“Thank you, Wake -- You and Libby were a breath of fresh air for us. Thank you for taking your time to share such timeless information with us.”

John Chambers, C.P.A., Isler Northwest LLC

“Thank you. All of us have more than a few important take-aways – and it was fun too.”

Linda Williams, President, Washington Trust Bank, Oregon Region

“Thank you for your wonderful presentation today. My colleagues and I enjoyed it immensely and are sure we will put it to good use.”

Ray Jordan, President, Ray Jordan, PC

"There has been a lot of 'buzz' about [your presentation]. People are really interested in the subject, love the positive ways that you present it, and want more."

Amy Fields



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