

WAKEFIELD & WAKEFIELD

Business Etiquette

set yourself apart • get an edge

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THE ENJOYABLE OFFICE: A NEW YEAR'S RESOLUTION

We hope that your New Year is off to a great start! We propose an important effort for the New Year: striving to honor our colleagues within the office with equal kindness as those connected with potential business opportunities. The following are a few ideas of how we can all do our part to make life in the office more enjoyable for each other:

Incoming personal phone calls.

Try to limit many daily personal calls coming through the administrative assistant. Emergencies are one thing, but consider if it might be an issue that could wait for a lunch break or after work. This could be a topic to address tenderly with your loved ones placing calls. If everyone received two or three calls a day in a forty person office, think of the extra workload for the person covering the phones. (We'll do the math for you: multiply three calls per employee times forty employees. That equals 120 extra phone calls per day!) You would probably prefer the phone lines to stay open for business purposes.

Receiving children for office visits.

A bright-eyed kiddo excited to see mom or dad can be a pleasure to have walk through the office. Talk to your children about the expectations for behavior while on these visits. Addressing ideas like walking not running, speaking quietly, and the basics of introductions will help your child be a pleasure rather than a distraction. You are also taking advantage of a great opportunity for your

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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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children to practice these important life skills.

Eating at your desk.

Be sensitive to others around you when grabbing a quick meal while working. Clear your food and soda can once you have finished, or at least tuck them away discreetly if you would like to enjoy more later. Avoid noisy food or choices that have a strong odor. Remember your colleagues around you may not want to hear, smell or step on the popcorn you brought in for a snack.

Sharing.

Whether it is the copier machine or the kitchen, if it is empty fill it, if it is broken fix it, or notify the appropriate channel for repair. Leave common equipment and spaces in the condition you would want to find it yourself, whether it is pushing in a chair, rinsing a coffee mug, or refilling the paper. Take care of things if you can, and avoid the “it’s not my job” syndrome.

Helping.

If you notice an officemate with full hands trying to navigate the double doors leading to the elevator down the hall, rush to lighten their load or hold the door for them. If someone is working late on a collating task that you could spend a few minutes on to help, do it! You may not receive a bonus check but you will be the recipient of immense gratitude and good will.

Good luck in the New Year. We hope you find these tips on calling, visiting, eating, sharing and helping useful. Make life in the office happier and more productive in 2012!

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 expectations.

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

For further information about Wakefield & Wakefield, contact Libby at 503.803.0253 or libby@wakefielddetiquette.com

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

“There is no accomplishment so easy to acquire as politeness, and none more profitable.”

– *George Bernard Shaw*

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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. 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

“Thank you for facilitating the wonderful session on business etiquette today. I appreciated you sharing personal, real life anecdotes illustrating why good manners and professional behavior are always in fashion.”

Tina Alexander, Director, MBA for Professionals, Willamette University MBA

“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

Sources:

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Post, Peggy, and Emily Post. Emily Post's Etiquette: The Definitive Guide to Manners, Completely Revised and Updated. New York: HarperCollins, 2004. Print.

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