Acknowledgments
Author's Note
Why We Need a New Book on Business Manners
The Executive at Ease
The Executive at Ease on the Job
Being at Ease Anywhere in the Business World
knowing When to Say "Please"
"How Many Times a Day Should One Say"
"Please?"
"Knowing How to Apologize
Knowing How to Say"
"Thank You"
"Ways in Which to Say"
"Thank You"
"for Substantive Favors or Gifts
Compliments -- The Best Way to Accept and Give Them
A Smart Manager Compliments His Staff
Compliment Your Peers
Compliments Are to Be Accep
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