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Autore	Eyring Pamela
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Sommario/riassunto	Understanding business etiquette and protocol intelligence gives professionals an edge. These soft skills may seem inconsequential, but they go a long way toward building your reputation and image. This Infoline is designed for anyone looking to understand the basics of professional etiquette. Readers will learn how to make proper introductions, greet international clients, and navigate business lunches and dinners.