



The First Five Minutes: How to Make a Great First Impression in Any Business Situation

By Mary Mitchell

Wiley. Paperback. Book Condition: New. Paperback. 290 pages. Dimensions: 8.9in. x 6.0in. x 0.8in. This valuable guide made an immediately favorable impression on me--I recommend it. -- Letitia Baldrige Business communications expert Mary Mitchell gives business people and job seekers everything they need to make the right first impression, whether in person--at job interviews, sales calls, or social gatherings--or via letter, fax, or e-mail. Based on Mitchell's popular corporate seminars which have been attended by employees of Arthur Young, Ritz Carlton Hotels, Merck, and other top firms, *The First Five Minutes*. Gives practical tips on cultural customs, body language, and cross-dressing customs. Uses realistic scenarios and sample dialogues to show readers what to do and what not to do in every type of first-meeting business situation. Explains and simplifies the new and changing rules of conduct in today's global business environment. MARY MITCHELL (Philadelphia, Pennsylvania) is President of Uncommon Courtesies, a firm specializing in teaching business people better communication and relationships through improved social skills. She writes a syndicated column called Ms. Demeanor for King features, is the Prodigy online modern manners expert, and is the author of *The Idiots Guide to Etiquette*. JOHN CORR (Philadelphia, Pennsylvania) is a writer with the Philadelphia...

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