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# Competitive Edge

**& PACHTER ASSOCIATES**  
THE EXPERT IN BUSINESS COMMUNICATIONS TRAINING

September 2011



President's Message By Barbara Pachter



You never know what you will find when you clean your office.

Last month I started to go through boxes and found a note I wrote to myself while in college (a number of years ago!). The note read:

*Barbara,  
Listen well!! Never cut your hair again. You will regret it. No matter how lousy it looks long -- it looks worse short. You are too big a girl for short hair. Please do yourself a favor and never cut your hair again.  
Signed,  
Your conscious self*

After a good laugh, I remembered the haircut that caused me to write the note. I also realized that I have never cut my hair that short again. Even as a college student I knew the value of writing down anything that you don't want to forget.

Are you keeping a record of what you want to remember?

I still write notes to myself and generate lots of to-do lists. I also map my work objectives on a large poster board. This visual keeps me focused and motivated to achieve my goals. The new [Train-The-Trainer](#) program on business etiquette is one objective from the poster that was recently finished! (See below.)

If you are not writing down your work or personal goals, why not start now? It's never too late. Years from now you too may have a good laugh at something you wrote -- but also look back on some major accomplishments!



**Buffet Table Guidelines:  
6 Suggestions for Success**

**New Offering:**  
[Business Etiquette Train-The-Trainer](#)

**Professional Development Made Easy:** Have your employees "LIKE" [PachterTraining](#) on Facebook.



Fans receive the *The Business Etiquette Tip of the Day*, *Questions to Ponder* and discounts on [resources](#). They can also ask questions and learn from others.



SCAN HERE

Your potential new boss wants to take you to dinner. You feel confident you can handle ordering a meal in a restaurant, but are uncomfortable maneuvering your way around a buffet. Here are some tips on buffet dining that will keep you looking professional and confident.

- 1. Eat your meal in the traditional order.** However tempted you may be, don't start with dessert. You will be eating cake while others are eating their main meal.
- 2. While you are in line, talk to people around you.** Keep the conversation light and upbeat. Do not make negative comments about the food.
- 3. Do not take food from the buffet table and put it directly into your mouth.** Place the food on your plate and eat when seated at the table.
- 4. Don't take numerous plates at one time.** You will look like the waiter. You can go back to the line for additional food. Also, you should only take what you think you will eat.
- 5. Take a new plate each time you return to the line.** Leave your used plate on the table.
- 6. Wait for your group to return to the table before you start to eat.** You don't want to be eating alone. If you are with a large group, wait until two or three people have returned to the table before you begin to eat.



## Seminar Spotlight: Business Etiquette: Train-The-Trainer

***Do you want to teach Business Etiquette?  
Does your company need to add Business Etiquette  
to its curriculum?***

If you answered yes to either of these questions, then you want to learn from Barbara Pachter--one of the world's leading experts on business etiquette. Her highly successful seminar, *The New Etiquette Essentials for Business Professionals*, has been presented to major companies worldwide.

## Pachter In The News

**Reuters:**

[\*Modern Etiquette: How to Decline Facebook Friends Without Offense\*](#)

**College Magazine.com:**

[\*How Not to Lose Your Cool at Work\*](#)

**The Miami Herald:**

[\*Summer in the Workplace: How casual is too casual?\*](#)



## Recent BLOG Posts

[\*Do You Talk Too Much? Let Me Count The Ways!\*](#)

[\*How To Treat The Wait Staff With Respect\*](#)

[\*How to "Keep In Touch"\*](#)

## Additional Information

*Pachter's resource materials and the details on our training programs or coaching services can*

In addition to the 100-page Leader's Guide, participant manual, and PowerPoint slides, the program also includes private coaching sessions with Barbara.

[Click here](#) to see the complete description of this exciting new offering from Pachter & Associates.

To sign up or for more information, contact Joyce Hoff at 856-751-6141 or [joyce@pachter.com](mailto:joyce@pachter.com)

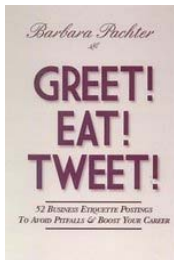
be found at:  
[www.pachter.com](http://www.pachter.com).

Topics include:

- *Business Etiquette*
- *Assertive Communication*
- *Presentation Skills*
- *Positive Confrontation*
- *Business Writing*
- *Women in the Business World*
- *Professional Image*
- *Global Etiquette*

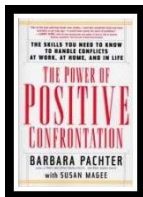
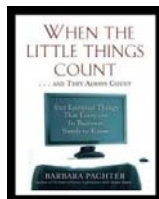
Please contact Joyce Hoff at 856-751-6141 or [joyce@pachter.com](mailto:joyce@pachter.com) for further information.

## Books by Barbara Pachter



***GREET! EAT! TWEET! 52 Business Etiquette Postings To Avoid Pitfalls & Boost Your Career***

[Visit our website](#) or [Amazon.com](http://Amazon.com) to buy your copy now.



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