

« Banking Behaviour »
Seminar in two meetings – ½ a day each

Part 1	Host's Duties	
08h30	introduction – objective receiving (I) - guests/participants date, invitation - infrastructure, dishes, drinks - receiving, scenario and time-table - collaborator's duties	presentation discussion examples manual "Receiving"
<i>short break</i>		
10h00	break	
10h15	receiving (II) - decoration, table arrangement - personnel and service at table - smoking, conversation, comments - to rise and changing place/table - receiving in a restaurant	presentation discussion examples basic manual
<i>short break</i>		
1230	lunch in common - exercise in situation	
1400	End of part 1	

Part 2	Guest's Duties	
08h30	introduction – objective being a guest (I) - answering an invitation - accepting/declining (formal event, wedding, business, friends) - behaviour upon arrival - presents ? - when, what to whom - clothing	presentation discussion examples basic manual manual "Dress code"
<i>short break</i>		
10h00	break	
10h15	being a guest (II) - seating arrangement at table, in meeting - being served at table - posture at table - smoking, conversation, compliments, comments - to rise and changing place/table - received in a restaurant	presentation discussion examples basic manual
<i>short break</i>		
1230	lunch in common - exercise in situation	
1400	End of part 2	
