

**« Hospitality »**  
**Hotels & Tourism – full seminar – 1 day**

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- 0900 **introduction – mission / objective**  
**general human behaviour**  
- impression, personal liberty, preparation  
- greeting , introducing, conversation  
- status and hierarchy in an enterprise  
- multicultural attitude
- 1030 pause
- 1045 **Table manners**  
- seating arrangement, posture, cover, cutlery  
- smoking, conversation, comments  
- to rise, changing place/table
- 1230 **lunch in common**
- 1330 **invitations**  
- host and guest - expected attitude  
- formal social event  
- preparation and carrying out  
- protocol – precedence and seating arrangement
- 1500 break
- 1520 **clothing**  
- fashion trends & style  
- dress-code  
- formal and private occasions
- correspondence**  
- form & style  
- writing paper and visiting cards  
- answers, thanks, congratulations, condolence  
- E-mail, cellular, phone and fax
- 1700 end of the seminar
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