

THE CRITICAL 10%...

CYNTHIA GROSSO

Image, Corporate Protocol and Etiquette Expert



Cindy Grosso, a seasoned etiquette expert who speaks professionally, is also a columnist and consultant who has coached countless individuals to hone their etiquette skills and gain the confidence they need to exude a polished and professional image. For over 15 years, Cindy has taught presentation and etiquette courses at individual, group, and corporate levels. Her cutting edge, yet traditional style gives Cindy a unique presence.

Since founding Charleston School of Protocol and Etiquette, Inc., Cindy has made professional speaking appearances, authored nationally-published articles, and launched both an online training component of her etiquette school as well as her own informative radio show. Her website, www.charlestonschoolofprotocol.com is packed with articles and quality information.

Appearances on *Dr. Phil*, and TLC's *Faking It* and *Perfect Proposal*, as well as live appearances, radio talk shows and television appearances across the country have earned Cindy national recognition. Published by online journal sites like *ABCNews.com* and *EOnline* – magazines such as *Esquire*, *Woman's Day*, *Working Mother* and *Woman's World* – and

newspapers including the *New York Times* – Cindy's articles present no-nonsense advice to a broad range of audiences.

Cindy's dedication and national recognition is a testament to the track record she holds as a long-time etiquette professional in the southeast. The founder of her company, Cindy has deep roots in Charleston, South Carolina, a city consistently voted the most mannerly in the country.



PERSONAL SAVVY PROFESSIONAL SUCCESS

Polish is a Skill!



Gain the self-confidence you need to deliver a positive – and lasting – first impression. Fine tune your etiquette skills and learn the proper protocol that makes you not only more confident, but also likeable in the eyes of those around you. Get the boost of confidence you need to be comfortable in any situation. Cindy Grosso's interactive, approachable style makes it fun and easy to learn the proper skills it takes to win over an interviewer, a client... or even a crowd!

A comfortable and dynamic presenter, Cindy's engaging approach to manners that matter captivates the interest of attendees. A straight-to-the-point speaker, Cindy captures the essence of protocol and etiquette issues in today's situations. Whether working with small groups or large, Cindy has a gift for connecting with her audience. •



C H A R L E S T O N

*School of Protocol
and Etiquette*



YOUR MANNERS MATTER

CHARLESTON SCHOOL OF PROTOCOL AND ETIQUETTE, INC.

P.O. BOX 41113 • CHARLESTON, SOUTH CAROLINA 29423 • TELEPHONE (843) 207-1025 • FACSIMILE (843) 207-1024

W W W . C H A R L E S T O N S C H O O L O F P R O T O C O L . C O M

Following the success of smaller setting workshops, I am thrilled we were able to use Cindy for the Keynote presentation at our annual meeting...she seemed to have all 200 participants on the edge of their seats. Her presentations are the ones my members most often refer to and vividly remember.

Leigh Faircloth

Executive Director

SC Association of Heating and Air Conditioning Contractors

Cynthia spoke to our group at the South Carolina Academy of General Dentistry Winter Meeting. Wow...what an hour! I wished we could have listened for 24 hours. Just about everyone in attendance asked when she will be speaking in the future.

William J. Biggins, DMD

President

South Carolina Academy of General Dentistry

Cynthia Grosso spoke on International Protocol at our annual trade conference and absolutely captivated the audience with her motivating speaking skills, but also with the very important and interesting content relating to the etiquette and protocol necessary to succeed in business internationally, as well as right here in our own backyard.

Clarke Thompson

Director, International Trade Services

South Carolina Department of Commerce

DO YOU KNOW...

Your handshake reveals a personal message.

What you say about yourself, before you open your mouth?


How your manners relate to your attitude?



Your manners matter. Your manners are an attitude...an attitude closely related to your self-confidence, your position in business, and your personal success. Cindy Grosso's interactive appearances and one-of-a-kind, state-of-the-art online training help to refine the social skills critical to achieving true success.

Corporations, financial institutions, manufacturers, doctors, retail businesses, conventions, hospitality industry leaders, and individuals from across our nation have chosen training by Cindy Grosso and Charleston School of Protocol and Etiquette, Inc.

The result? Employers see positive change as employees recognize the personal value of learning and embracing these skills. They achieve a new level of understanding and confidence. •

CHARLESTON
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YOUR MANNERS MATTER

CINDY GROSSO'S MOST POPULAR PROGRAMS

Training for the business professional and self-enrichment favorites...

- **FIRST IMPRESSIONS** - Make a powerful and positive first impression.
- **POWER ETIQUETTE** - The basic essentials to enhance teambuilding.
- **PERSONAL SAVVY FOR PROFESSIONAL SUCCESS** - Secrets of success for meeting and greeting.
- **CUSTOMER SERVICE ETIQUETTE** - Develop an attitude, not a department.
- **LOOKING THE PART** - Look your best with great clothing and power accessories.
- **THE ART OF LISTENING** - Listen up and build a foundation for good conversation.
- **PROFESSIONAL TABLE MANNERS** - Acquire the world class dining skills vital to business.
- **THE A&E FACTOR** - Learn how your etiquette reflects your attitude.
- **PROMOTING PROFESSIONALISM** - Medical/dental office protocol for the total patient experience .
- **TEA TIME** - Discover the enjoyment of a proper afternoon business tea.

Requested personal enrichment programs...

- **ONE-ON-ONE PERSONAL COACHING** - Increase performance with appearance, attitude and action.
- **INDIVIDUAL IMAGE DESIGNER PROGRAM** - Spend a day discovering your best presentation.