

Selected Business Etiquette Resources (in addition to the web)

The Etiquette Advantage in Business by Peggy Post and Peter Post

Business Class: Etiquette Essentials for Success at Work by Jacqueline Whitmore

When the Little Things Count...and They Always Count: 601 Essential Things That Everyone in Business Needs to Know by Barbara Pachter

Class Acts: How Good Manners Create Good Relationships and Good Relationships Create Good Business. by Mary Mitchell

5 Steps to Professional Presence: How to Project Confidence, Competence and Credibility at Work by Susan Bixler and Lisa Scherrer Dugan

Guide to Business Etiquette by Roy A. Cook, Gwen O. Cook, and Laura J. Yale

Business Protocol: Contemporary American Practice by David Robinson