

Ten golden rules for successful business

**Be nice to people on
your way up because
you will meet them on
your way down**

1. Be positive

- **You have only one chance to produce a first impression**
- **Smile, look people in the eye, be attentive**

2. Be thoughtful

- **Remember names and faces**
- **Don't be shy**
- **Ask for clarification**

3. Be a good team player

- **Learn how you can work as part of the team**
- **Help new colleagues feel welcome**

4. Be interested

- **When you meet someone, try to find a common interest**

5. Be organized

- **Control your time**
- **Make appointments**
- **Set agendas**
- **Plan for changes**

6. Be punctual

- Leave early to be sure you are not late**
- Call to reschedule**
- Apologize if you are late**
- Accept apologies from other people**

7. Be prepared

- **When you meet a client or make a presentation, be prepared to state the problem, give a plan, and support the plan with details**

8. Be polite

- **Identify yourself on the phone**
- **Speak slowly and clearly**
- **Return your phone calls**

9. Be patient

- **Never forget to use words “please” and “thank you”**
- **Compliment good work**
- **Point out errors politely**
- **Provide clear, complete instructions**

10. Be loyal

- **Share your success**
- **Congratulate colleagues**

Are the sentences true or false?
If they are false, correct them.

- **NSB Retail Systems has offices in four countries.**
- **Geoff Becket runs NSB Retail Systems.**
- **Nikki and Geoff both worked for IBM.....**
- **Nikki often works at weekends.....**
- **The company supplies software to retailers.....**
- **The Beckets have three children.....**

True or false:

- **Nikki Becket likes employees to stay with the company a long time.....**
- **The competition was sponsored by Moet & Chandon.....**

Write down correct words:

● **Entrepreneurs**

1.

● **Advantage**

2.

● **Ventures**

3.

● **Founded**

4.

● **Industry**

5.

● **Predicts**

6.

● **Demand**

7.

Put all types of questions to the sentence:

- Nikki Becket was yesterday named Businesswoman of the year.



Put all types of questions to the sentence:

- A new McDonald's opens in the world every five hours.



Put all types of questions to the sentence:

- Ray Kroc opened his first restaurant in Illinois.


