

Judi The Manners Lady

Manners Boot Camp for Business Success

Judi Vankevich, President, The Manners Club & Life Skills Int'l
The International Project for Manners & Civility
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Judi The Manners Lady, Canada's award-winning entertainer, author and dynamic speaker is sweeping Canada, the U.S. and the world with her inspiring and dynamic message of good manners: **Respectful Attitudes -- Respectful Words -- and Respectful Actions!** With the cry for ethics in business filling the headlines, there is a need to train and inspire employees to live with integrity character and moral intelligence. **"Manners are an outward expression of our inward character,"** says Judi The Manners Lady.

Corporations realize that good manners affect the bottom line. They create a culture of respect and service for the client--and make the work place a nicer place to be! The cost of rude behaviour is too high a price to pay. In a recent survey, over 58% of people surveyed stated they would take their business elsewhere if they encountered rudeness, regardless of cost or inconvenience. Even basic manners are lacking: please & thank you, conversation skills, telephone manners, customer service and respect both to co-workers and customers. **Customer service is manners!**

Psychologist Smiley Blanton noted, **"80% of my patients would not be in my office if their parents had taught them manners—how to get along in society."** Knowing Judi is the Director of **The International Project for Manners & Civility** with the vision of inspiring all areas of society to live with manners and character: business, schools, sports, and families. Teaching manners is a proactive and positive way of dealing with the root of crime--lack of respect for others, their property or for oneself. The secret? Treat customers and colleagues with respect! Make them feel like VIP's. Your bottom line will be boosted by staff and customers who know they are valued!

Judi teaches the foundational principles of good manners, **respect, The Golden Rule** and the power of an **attitude of gratitude** to give employees the confidence they need for success with clients **or** the Board. A day with The Manners Lady provides skills that will last a lifetime--and positive attitudes that will inspire the entire company. Through fun role playing and laughter, Judi's keynote sessions and workshops have been life-changing for many people. After a Boston seminar, an executive noted, **"I wish I'd learned the things Judi is teaching when I first started my career! It would have made it easier!"**
Young Executive, Boston, MA

"I've seen the impact of Judi's seminar on people's attitudes and behaviour. The skills she teaches affect every aspect of the job--and of life!"
Tim Cesnick, President, The Waterstreet Group, Toronto

"Thanks for your fun and inspiring seminar for our 500 employees at our Grand Opening! Customer Service is manners!" *Cascades Casino, Langley*

After the fall of Communism in Hungary, local business groups were amazed at Judi's immediate impact on the attitude and actions of employees. **"Judi's message is contagious!"** *Businessman, Szombathely, Hungary*

After opening for motivational speaker, Zig Ziglar, Mr. Ziglar observed: **"The Manners Lady has come along at the right time with the right message. Her message needs to be in every home in America!"**

Featured on the covers of The Boston Globe and Vancouver Sun, as well as The Toronto Star, Today's Parent, CBS This Morning, Focus on the Family, Canada AM, Breakfast Television, CBC, CTV & WB networks, Judi is an attention-grabbing, high energy educator and speaker, inspiring people around the world to live with good manners and a good attitude. Corporations and political leaders are responding to her mission of helping train this generation in important social and life skills.



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Judi is uniquely qualified to teach this vital area of life skills. With her **Masters Degree in Public Policy**, Judi knows that our free system of government was designed for a people who are *self-governing* and have *self control*. If people don't learn to control their actions by an internal motivation, then they will need to be controlled by external means, including law enforcement. Judi has an honours **B.A. in Business Administration** and her **Canadian Securities License**, and has worked both in both the corporate world and private business which has helped her see first hand the skills and image needed for success as an employee, or the skills and drive needed to be an entrepreneur. Judi has taught seminars on **"Professional Image"** in the U.S., Europe and Canada. She has worked as a consultant in Hollywood's Film Industry, on political campaigns, and for both corporate and private businesses. As a fashion model in Paris and New York, she discovered that a great attitude and a sense of humour got her many more jobs than just a pretty face. And as The Manners Lady, Judi has seen the transformation of adults, teens and children as they grow in confidence and a healthy pride when they know they're doing the right thing, at the right time and in the right way!

"Your program yesterday was fabulous and our staff loved it. They couldn't stop talking about it. Your energy and upbeat seminar was just what we needed right about now! You presented concepts in a fun way that we all related to!"

Giovanna Malito, Teacher, Burnaby, B.C.

"Judi's message of respect, basic courtesy, and thinking of the other person helps us build better relationships-- which help us work together better. Our political leaders need Judi's program!"

Kurt Alberts, Mayor, Langley Township, B.C.

"Manners are indeed important. Congratulations on the success of this project."

Ken Thomson, Founder, The Woodbridge Group, Toronto

"You were fabulous. Most of our teens who have dropped out of high school and are living on the streets have very little self esteem and have had virtually no training in manners and life skills. Thanks for coming and teaching these important skills, and making it fun! They loved you!"

Jen King, OPTIONS program, for at risk teens, Surrey

"Judi, your presentation for our students who are trying to enter the job or volunteer market worked! One of our students went out yesterday and did exactly what you told them to do... and not only did a smashing job interview, but they got the job! Thanks so much!"

Marsha Tykeman, Kwantlan College, Langley, B.C.

"Thank you for your outstanding presentation at our Networking Career Seminar for graduating seniors. Good manners are vital in the workplace, and you made it fun! Your tips were so practical and creative."

Trinity Western University, Langley, B.C

Through the power of her music and her message, Judi is impacting the nation by teaching honour, respect and good manners... and she makes it fun!

Topics to Choose From:

- Business Ethics & Moral Intelligence
- Customer service - putting your customer first and making him feel like a VIP!
- Job Interview Skills: presentation and attitude
- Introduction Skills
- Conversation Skills
- Practical and Fun ways of showing Respect for co-workers, customers, superiors... and for yourself
- The power of an "Attitude of Gratitude" -- a little "thank you" goes a long way!
- The Fine Art of Being a Gentleman
- Lady and Gentleman Courtesies
- Table Manners
- Telephone Manners
- Office Manners
- Bullying in the Workplace
- Cross Cultural Manners

As featured on:
Canada AM, CBC
CBS This Morning
Today's Parent
Focus On The Family

For more information:
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