

# Team Etiquette

**T**eam Etiquette or 'playing team' is vitally important to everyone's success. It creates an atmosphere that is exciting and positive for Team Members and Prospects.

If there is an Open Presentation or Training in your area, you need to commit to attending especially when you do not have Guests. You need to associate with other positive people to maintain commitment to Your ACN Business.

## At Public Presentations (BOM's) and PBR's (Private Business Receptions) - Home Meetings:

- You are part of the presentation!
- Smile and be enthusiastic.
- The meeting is designed for guests so don't bring up issues. Keep your questions/dramas and requests for coaching outside the room.
- Do not present the business at this time! That's what the meeting is for.
- If a Guest asks a question during the Presentation - Do Not attempt to answer it, leave it to the Presenter to handle.
- Have respect for others and DO NOT answer your mobile phone. If a call is that important - do not attend the meeting.

## During the Presentation:

- Guests take their cue from you. Act interested!
- Participate with the speaker (but not like a trained seal).
- Be attentive.
- Laugh at the jokes (even if you have heard them before).
- Raise your hand or say 'Yes' when the speaker addresses the group.

- Do not have side conversations. Focus on the presentation.
- NEVER stand at the back of the room trying to look important.
- Do not leave the room unless there is an emergency. Others will be distracted and think that the presentation has no value or of any importance and may also leave.



## After the presentation:

- Ask your guests what they liked the most. If possible take them to the Leaders to have their questions answered or to get started. If undecided, get them as immediate customers.
- When you take your guest to the Leader tell them what your guest liked about it, "Mr. \_\_\_\_\_, this is Bill, he really liked the residual income."

## At Open/Public Presentations:

- Be reliable and responsible. Venue/equipment hire has to be paid for, don't shirk on paying entry charges where applicable, don't make 'debt collectors' out of your fellow ACN Members. Offer your services to help, be involved.
- Encourage your guests to arrive 15-20 minutes early. It is always best

collect your guests and bring them in your car.

- Let your Guest know the dress code minimum for them is smart casual, however let them know that you take your ACN Business seriously and that you will be in Business Attire.
- Please advise your Guests that this is a Business Meeting and as such it is not appropriate for children to attend.
- Introduce your guests around. Don't just sit them down.
- Introduce yourself to other guests.
- Get to know the Leadership and other Representatives.
- Be seated with your Guests for the start of the meeting, EVEN if you have a guest arriving late. The person on the door will direct them.
- It is most important to always attempt to sit in the **Very Front Seats** with your Guests.

## Conference and/or 3-Way Calls:

- Be in a quiet area or mute your phone. (\*6 will mute you on most conference calls).
- Announce yourself and your guests and where you are calling from.
- If it is a presentation call, be sure your guest has the ACN Business Overview before the call. If your guest is interested in joining the business, get them in touch with an Upline Leader as soon as possible.
- For more specific information on 3-Way calling, see the document available from: <http://www.winner-world.com/documents.htm>