

Session 9 “How to present a professional appearance and attitude”

1. Personal grooming
2. Proper Language
   1. Read Books to improve your language and expand your vocabulary
   2. Be Polite
   3. Do not Judge
   4. Do not use slang
   5. Use Sir. Mam, ladies (Senor, Senora, Joven)
   6. Do not use profanity
   7. Do not use slang
   8. Use common words that people can understand
   9. Coach new employees to use proper language
   10. Do not talk bad about other people or Co-Worker
   11. If you don’t say something nice, please don’t say anything at all.
   12. Learn what to share and what not to share.
3. **Reviewing the Uniform Code from Lindo Mexico** 
   1. Make pictures and put outside of office with uniform procedure
4. What is acceptable and what is not
5. The importance of representing Lindo Mexico & Consequences of not doing it