

*Need to be more confident, polished and poised in situations?
And create a great impression for yourself and your organization?*



Christine Joy Ferrera
Etiquette Coach & Trainer

A seasoned etiquette trainer, and creator of The Polished Message Method, Christine is passionate about teaching practical skills through experiential learning and hands-on techniques. She is dedicated to helping students learn necessary skills to succeed in both personal and professional settings. As an instructor at the Inland Empire Institute of Business and Technology (IEI) she teaches an online etiquette course, "Personal and Professional Lifestyle" as a 30-Day Skill Up Badge Program, sponsored by Microsoft.

Over the past decade, Christine has coached and trained for organizations including: Boy Scouts of America; CalState Fullerton; Fontana Chamber Ambassadors; Girl Scouts of America; Learn4Life High Schools; the Los Angeles Urban League; Miss Fontana, and the Teen Miss Fontana Scholarship Pageant; Redlands Kids Connection; and the Riverside Kappa League.

Aboard the Queen Mary, she presented a Teen Etiquette class for the Miss and Teen Achieve Pageant. Her youth programs have recently been sponsored by the 100 Black Men of Los Angeles.

The Fontana Chamber of Commerce awarded Christine their 2022-23 Ambassador of the Year award, for exceptional hospitality and leadership.

Etiquette is just not about which fork to use, or not putting your elbows on the table while eating. It's about first impressions and how you present yourself!

Discover charisma-building techniques to help you effectively navigate ANY situation!

Learn effective etiquette tips for navigating professional and social situations with ease and confidence, including:

- Making effective eye contact to show you are engaged and attentive
- Dressing appropriately for different occasions to make a significant difference in how others perceive you and how comfortable you feel
- Networking and building relationships to open new opportunities to advance your career
- Stepping out of your comfort zone
- Easily engaging with others in a professional and friendly manner

Presentations include:

- ❖ **How to Master the Art of Being Poised**
- ❖ **How to Deliver Polished Messages**
- ❖ **How to Make Your Image Glow**
- ❖ **The Art of Dining and Professional Presence**
- ❖ **Polished and Prepared: Etiquette for Success**

Call today to schedule Christine Ferrera!

Christine is available for individual and small group coaching, as well as public speaking engagements and training sessions.

Call 909-442-0084 • Visit ThePolishedMessage.com
Christine Joy Ferrera, Polished Message Etiquette
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Presentations include:

How to Master the Art of Being Poised

A transformative journey

Participants learn how to elevate their presence and navigate life—guided by insightful “etiquette” techniques, which radiate elegance in every interaction. Learn how to open doors while commanding attention and admiration in a poised and magnetic manner.

- Navigating any room with confidence and style
- Becoming the sought after-business partner
- Being present and presentable - an essential skillset
- Having inner calm for demanding situations
- Unveiling elegance in interactions
- Cultivating grace under pressure
- Showing social elegance through impeccable etiquette
- Having poised confidence through self-awareness

How to Deliver Polished Messages

Conveying your ideas with finesse

Participants learn how to use subtle etiquette skills to captivate and connect through eloquent communication—honing their ability to convey ideas seamlessly. Then, execute the skills to deliver messages with finesse, commanding attention and ensuring their words resonate in a polished and memorable manner.

- Being clear and concise with your messages
- Being engaged with the use of effective eye contact
- Using your word choice effectively
- Engaging with compelling storytelling skills
- Crafting impactful, structured messages
- Using language finesse for resonance
- The art of conversation with young adults, including children

How to Make Your Image Glow

Leave positive lasting impressions

Enhance your glowing presence and discover how impeccable etiquette techniques can transform perception, leaving a trail of positive lasting impressions. Embrace this journey and embark on a polished and professional lifestyle of success.

- Presenting your professional/social behaviors in style
- Dressing ... appropriateness of attire
- Enjoying any Gala in style, with confidence and ease
- Having impeccable grooming and an attractive appearance
- Creating a positive digital footprint with an authentic online presence
- Elevating your image through grooming
- Defining your style with wardrobe essentials
- Demonstrating a polished demeanor in every setting
- Using body language to radiate confidence

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