

*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: Learn4Life High Schools; the Miss Fontana Scholarship Pageant Teen, and Miss Fontana; Girl Scouts of America; Boy Scouts of America; Redlands Kids Connection; the Los Angeles Urban League; and the Fontana Chamber of Commerce Ambassadors. Aboard the Queen Mary, she presented a Teen Etiquette class for the Miss & Teen Achieve Pageant.

*City Pride Magazine* interviewed her for their April-May 2021 issue. She shared her insights on etiquette and how it can help individuals succeed in their personal and professional lives.

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**

*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 [ChristineJFerrera.com](http://ChristineJFerrera.com)  
Christine J. Ferrera, Polished Message Etiquette  
[Christine@PolishedMessage.com](mailto:Christine@PolishedMessage.com)