

## **Business Etiquette Essential Guide For Executives**

A guide to America for visitors, business people and immigrants, this title contains essential information to help newcomers avoid cultural and social gaffes. Crowned “the picture of grace” by Vogue magazine, the founder of The Plaza Hotel’s Finishing Program spills her insider tips on how to achieve an upper edge in your career. Etiquette expert Myka Meier has coached thousands of business professionals and worked with internal human resources and hiring departments of some of the most successful Fortune 100 companies to learn what it takes to be the best in business. It may surprise you to learn that etiquette is what differentiates you from everyone else, and *Business Etiquette Made Easy* shows you how to put your best professional foot forward. Whether you’re just entering the workforce or have been working for many years and want to revamp your image, Myka shares practical tips that are simple to incorporate into your everyday business life. Through easy-to-follow chapters, you’ll learn how to: Master resumes and interviews at any level Dress like a polished professional Make a great first impression Network like a pro Have superb business dining table manners And much, much more! Perfect for a recent college graduate as well as those looking to climb the ladder in their respective jobs or industries, *Business Etiquette Made Easy* is an essential read for any working professional. *Etiquette Rules!* succinctly explains everything you need

## Download File PDF Business Etiquette Essential Guide For Executives

to know to successfully maneuver the world today; from properly serving high tea, to giving the perfectly tasteful toast. We need only to look around our communities or visit social media to know there is an etiquette crisis. With rudeness rampant and civility on life support, it's time for of us to take a hard look at ourselves to determine if we are contributing to the problem or combating it. Enter: Etiquette Rules! A Field Guide to Modern Manners, a common-sense examination of etiquette as an operating system for living life with kindness and courtesy while we work, play, drive, dine, and shop in our physical and virtual communities. Etiquette Rules! jettisons the old-school notion that etiquette is nothing but stuffy rules on how to properly hold a teacup. Modern etiquette is a powerful tool that can help everyone feel comfortable and confident in a variety of situations, whether you're building personal and business relationships, demonstrating respect for others, or trying to live a life that flow more smoothly. Emily Post has gone to pot. As we enter the dawn of a new "post-prohibition" era, the stigma surrounding cannabis use is fading, and the conversation about what it means to get high is changing. When it comes to being a respectful, thoughtful, and responsible consumer of pot, there is a lot you need to know. In Higher Etiquette, Lizzie Post--great-great granddaughter of Emily Post and co-president of America's most respected etiquette brand--explores and celebrates the wide world of legalized weed. Combining cannabis culture's long-established norms with the Emily Post Institute's tried-and-true principles, this book covers the social issues

## Download File PDF Business Etiquette Essential Guide For Executives

surrounding pot today, such as:

- How to bring it to a dinner party or give it as a gift
- Why eating it is different from inhaling it
- How to respectfully use it as a guest
- Why different strains affect you in different ways
- How to behave at a dispensary
- How to tackle pot faux pas such as "canoed" joints and "lawn-mowed" bowls

This handy guide also provides a primer on the diverse array of cannabis products and methods of use, illuminating the many convenient and accessible options available to everyone from experienced users to newbies and the canna-curious. Informative, charming, and stylishly illustrated, this buzzworthy book will make the ultimate lit addition to your stash.

**Business Etiquette Made Easy**  
The Essential Guide to Professional Success  
Simon and Schuster

From Toronto to Thailand--a comprehensive guide to mastering the customs and nuances of cross-cultural business communication.

**Rules of Thumb for Minding Your Manners In The Workplace**  
From ethics columnist and Harvard lecturer Jeffrey L. Seglin, discover practical tips for succeeding professionally by succeeding socially. Practicing business etiquette doesn't mean pretending to be someone you're not. Brimming with practical, up-to-date tips on minding your business manners, *The Simple Art of Business Etiquette* guides you through the tricky territory of office etiquette with real-life stories and workplace scenarios. Become attuned to body language (Don't gawk at others during meetings or at any other time. It's creepy.) Engage in thoughtful introductions (Don't guess at someone's name if you don't remember

## Download File PDF Business Etiquette Essential Guide For Executives

it.) Practice proper e-mail etiquette (Do you really want to be the jerk who sends annoying e-mails around the office?) Curtail office conflicts (Never punch anyone in the workplace. Never.) Exhibit workplace sensitivity (Listen to your coworkers without cutting them off). Plus, decode the 15 most commonly-used phrases in business. The Simple Art of Business Etiquette proves that minding your manners goes a long way toward successfully advancing your career.

Corporate trainer and mentor Maralee McKee turns her attention to the home and shares the simple, savvy, and sincere skills kids need in order to flourish in today's culture. Skills for each stage of life make this the go-to book for moms with children of any age. Readers will learn how to impart the basic tools that empower kids to relate to others well, as well as... gain self-confidence by learning to make conversation pleasant, not painful overcome self-doubt by mastering new etiquette for today's on-the-go, casual, techno-savvy families develop the interpersonal skills that will help them become the best version of themselves they can be in any setting Fun, practical, and thoroughly up-to-date, this manual offers everything moms need to equip their kids to flourish in their relationships.

"What does everyone in the modern world need to know? [The author's] answer to this most difficult of questions uniquely combines the hard-won truths of ancient tradition with the stunning revelations of cutting-edge scientific research. [The author discusses] discussing discipline, freedom, adventure and responsibility, distilling the world's wisdom into 12 practical and profound rules for life"--

Praise for Business Etiquette in Brief "Should be used as an

## Download File PDF Business Etiquette Essential Guide For Executives

office guideline for business executives . . . The tips in this book are essential to creating the image and building the type of respect that is treasured by any individual in the business world." --John Daw, Regional Director of Sales and Marketing Marriott Corporation "Provides a foundation for any career ... builds self-confidence and provides important information regarding one's conduct in a business environment."

--Richard E. Putt, Director, National Accounts MCI

Telecommunications Corporation "Excellent! Salespeople - and everyone else in business - can benefit from this book."

--Bob Persichetti, General Manager Cargill Inc./Salt Division

"Practical, useful, and helpful." --Mary Kay Uleman, Manager, Training and Development Bank One, Dayton, NA

"Informative, user-friendly, and extremely comprehensive. I would particularly recommend this to new graduates as they seek entry into the job market." --Sherree Wilson-Bradley Assistant Director of Career and Employment Services Indiana University/Purdue University at Indianapolis

The first interview. Handling a difficult boss. The power of words. Networking. Small talk. Dressing for a cocktail dinner. Holding chopsticks. Drinking wine. Twitter etiquette. Sexual harassment in office. Remembering names. Receiving compliments. Women travelling alone. Thank you notes. The opportunities created by a fast-globalizing world have led to executives jet-setting across the globe wining and dining, negotiating, and networking for business. Indian executives, who are brand ambassadors of both their company and their country, too are making a mark on the global stage, and increasingly find themselves in a number of situations where their people skills can make all the difference. Business Etiquette shows us the art of creating a positive impression through the ABC of good manners: Appearance, Behaviour, and Communication. Shital Kakkar Mehra, one of India's best-known corporate etiquette trainers, teaches us how to create

## Download File PDF Business Etiquette Essential Guide For Executives

our own brand, dine with grace, mingle with ease and conduct business keeping in mind racial, gender, and cultural diversities. It's a one-stop guide to side-stepping those embarrassing slip-ups and awkward gestures, and sailing through the complexities of modern-day office life with ease. From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called "the Dear Abby of the work world." Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit "reply all" • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager "A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work."—Booklist (starred review) "The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience."—Library Journal (starred review) "I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many of the most

## Download File PDF Business Etiquette Essential Guide For Executives

vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of *The No Asshole Rule* and *The Asshole Survival Guide* “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of *Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

*The Definitive Guide to Professional Behavior* Whether you’re eating lunch with a client, Skyping with your boss, or meeting a business partner for the first time--it's all about how you present yourself. *The Essentials of Business Etiquette* gives you 101 critical tips for improving behavior in any business situation--all delivered in a quick, no-nonsense format. "If you are looking for practical guidelines on how to conduct yourself in a business situation, what behaviors you need to use to get ahead, and how to be sure that you do not offend others, read this book!" -- MADELINE BELL, President and COO, The Children's Hospital of Philadelphia "Pachter has once again done an excellent job at highlighting some key tools to succeed in leadership and how to conduct yourself in the workplace." -- JOSEPH A. BARONE, PharmD, FCCP, Acting Dean and Professor II, Rutgers University, Ernest Mario School of Pharmacy "The pragmatic advice Barbara offers is sure to meaningfully help people be more confident and effective in multiple business situations." -- ELIZABETH WALKER, Vice President, Global Talent Management, Campbell Soup Company "Readable, well-organized . . . presents practical, sound advice on the most common situations involving business etiquette: communication, body language, dress, dining, telephone, and cell phone use, making presentations, job interviewing, and many other essentials. Recommended. All business collections and readership levels." -- CHOICE

## Download File PDF Business Etiquette Essential Guide For Executives

Your key to professional and personal success Completely revised and updated, the third edition of the Posts' The Etiquette Advantage in Business is the ultimate guide professionals need to build successful business relationships with confidence Today, more than ever, good manners mean good business. The Etiquette Advantage in Business offers proven, essential advice, from resolving conflicts with ease and grace to building productive relationships with colleagues at all levels. It also offers up-to-date guidance on important professional skills, including ethics, harassment in the workplace, privacy, networking, email, social media dos and don'ts, and knowing how and when to take responsibility for mistakes. For the first time in business history, four distinct generations inhabit the workplace at the same time, leading to generational differences that can cause significant tensions and relationship problems. The Etiquette Advantage in Business aims to help navigate conflict by applying consideration, respect, and honesty to guide you safely through even the most difficult situations. Written for professionals from diverse backgrounds and fields, The Etiquette Advantage in Business remains the definitive resource for timeless advice on business entertaining and dining etiquette, written communications, appropriate attire for any business occasion, conventions and trade shows, job searches and interviews, gift-giving, overseas travel, and more. In today's hyper-competitive workplace, knowing how to get along can make the difference between getting ahead and getting left behind. The Etiquette Advantage in Business provides critical tools for building solid, productive relationships and will help you meet the challenges of the work world with confidence and poise.

A brief, professional, reader-friendly guide to understanding business etiquette. Put your best professional foot forward with Guide to Business Etiquette, a brief text that covers all



## Download File PDF Business Etiquette Essential Guide For Executives

the important issues and concepts without confusing the reader with excess material. This edition now covers basic digital etiquette and provides information on how to maintain business relationships.

Business Etiquette--simple as A, B, C. The perfect little primer for today's busy executive, My First Book of Business Etiquette offers essential advice and practical tips in a format even a child could understand!

Revised edition of the best-seller, with a new chapter and new recipes on Tea Parties for Children - the authoritative guide to the etiquette of taking tea for business or pleasure.

Our business environment is one of record pace and quick productivity. Technology has enabled us to communicate and produce in a way we never thought possible. However, as we move through our careers, it's still important to slow down and remember that it always pays to have good manners. Business Etiquette and Protocol is designed for today's high-speed professionals who value the human element in achieving business success. Business Etiquette and Protocol is one title in the Professional Development Series by South-Western. This series is the perfect resource for learning the non-technical strategies and tactics needed to compete in today's business world.

This Book Will Teach You Business Etiquette is the essential pocket-sized guide for business skills nobody teaches you about in school! There was a time when you could diligently put in your hours and stay in the same job from graduation to retirement. But these days you have to be savvy to get ahead in business! Inside this handy, pocket-size hardcover, you will find: - Five tricks

## Download File PDF Business Etiquette Essential Guide For Executives

for remembering names (the first time) and engaging people on a deeper level! - How to avoid burnout, savor vacation time, and love your work! - What not to do during a conference call! - How to be professional - How to get a promotion and win that raise! Recent grads and seasoned professionals alike will rely on this trusty little hardcover guide to the nuances of business etiquette that typically take years to learn. With dozens of how-tos, lists, and charts, *This Book Will Teach You Business Etiquette* breaks down business insider secrets in an entertaining, informative, and encouraging manner. You'll be winning friends and influencing people in no time!

Have you ever wondered: - How to make sense of business casual? - How to make small talk when you don't know what to say? - How to navigate a 21st-century business dining experience? - How to successfully marry your personal brand to your social media presence? - And, where can you find relevant and reliable answers to these and other modern business etiquette dilemmas? *Modern Business Etiquette* meets you and the other 20+ million millennial women in the US workforce where you are: serious about growing your career and careful about guarding your authenticity. This guidebook offers a relatable and solution-focused approach to contemporary business etiquette dilemmas and presents tools and takeaways that you can use immediately to confidently navigate today's business realities.

The founder of The Plaza Hotel's Finishing Program spills her insider knowledge to help you become instantly

## Download File PDF Business Etiquette Essential Guide For Executives

more polished. In her debut book, *Modern Etiquette Made Easy*, the Queen of Good Manners Myka Meier takes formal etiquette that she learned while training under a former member of the Queen of England's household and breaks it down into five easy steps to help you feel 100 percent confident in the areas of social, dining, business, and networking etiquette. In this refreshingly entertaining etiquette guide, Myka combines her passion for etiquette and love of humor to share tips that are sure to give you a competitive edge in both your social and professional life. Through easy-to-follow chapters and relatable lessons, you'll learn how to:

- Create the best first impression
- Become the most coveted party guest
- Network like a pro
- Practice good table manners
- And much, much more!

Perfect for everyone who's ever gone for the cheek kiss as the new acquaintance offered a handshake, or hobbled home from a networking event in stilettos. Fitting for messy-bun millennials who find themselves suddenly adulting without a clue, or mid-career professionals hoping to revamp their image. Or really, for anyone at all—at the end of the day, we could all use some more respect and kindness, and *Modern Etiquette Made Easy* offers advice and insight like a friend. Pinkies down!

What are the rules for business etiquette today? Is it acceptable to text your boss at home? What is the polite way to ask a colleague to take a distracting conversation behind closed doors? What about the use of smartphones in meetings? In today's workplace, manners matter more than ever. With an increasing amount of open-plan workplaces and constant

## Download File PDF Business Etiquette Essential Guide For Executives

connectivity, the chances of unintentionally annoying or offending others is growing exponentially. Merging classic rules of behavior with new realities of modern business, *Excuse Me* spotlights dozens of puzzling situations, with suggestions for bridging divides. The book untangles the nuances of: meeting etiquette, interview expectations, proper office attire, electronic manners, privacy in tight spaces, nonverbal cues, small talk, social media use, and much more. In even the most diverse workplaces, good manners will create an atmosphere of respect, smoothing the way for everyone to succeed. *Excuse Me* explains how to begin. “Both novice and experienced workers will find a wealth of business etiquette in a book that, instead of excusing bad behavior, could help prevent it from happening in the first place” (Foreword Reviews).

Like it or not, every business—even one conducted from the kitchen table—is global. No matter the industry, employees now routinely travel to other countries or interact with foreign customers, vendors, or fellow employees. Or they conduct business over the phone, via e-mail, or through video links. As a result, they have to understand international customs and etiquette or risk losing customers or botching business relations. And understanding business customs in other cultures isn't merely playing good defense—it often leads to new products or service enhancements that help an enterprise grow. In *Passport to Success*, Jeanette Martin and Lillian Chaney apply their expertise in business etiquette, training, and intercultural communications to present a practical guide to conducting business

## Download File PDF Business Etiquette Essential Guide For Executives

successfully around the world. Each chapter in this book presents in-depth information on the business environment and culture in the top twenty trading partners of the United States: Canada, Mexico, Japan, China, United Kingdom, Germany, South Korea, Netherlands, France, Singapore, Taiwan, Belgium, Australia, Brazil, Hong Kong, Switzerland, Malaysia, Italy, India, and Israel. Chapters contain both practical tips and illustrative examples, and the book concludes with a listing of resources (books, magazines, organizations, and Web sites) for additional information. In addition, *Passport to Success* contains useful overview material that will help business people plan a trip abroad or a campaign to win customers in another country. Besides trade statistics and information on global trade agreements, readers will find information on using the Internet productively to conduct or seek business, how women can succeed in countries with traditional, male-oriented business cultures, how to build cross-cultural relationships, and ways language can enhance—or obstruct—business dealings. Every businessperson is now a player in the global market for goods and services. This book provides valuable tips that will help people avoid missteps and increase their sales and personal success when dealing with counterparts in other countries.

Two best-selling authors and etiquette experts show why manners count in the business world and how to use social skills to get ahead.

The Emily Post Institute, the most trusted brand in etiquette, tackles the latest issues regarding how we

## Download File PDF Business Etiquette Essential Guide For Executives

interact along with classic etiquette and manners advice in this updated and gorgeously packaged edition. Today's world is in a state of constant change. But one thing remains year after year: the necessity for good etiquette. This 19th edition of Emily Post's *Etiquette* offers insight and wisdom on a variety of new topics and fresh advice on classic conundrums, including: Social media Living with neighbors Networking and job seeking Office issues Sports and recreation Entertaining at home and celebrations Weddings Invitations Loss, grieving, and condolences Table manners While they offer useful information on the practical—from table settings and introductions to thank-you notes and condolences—the Posts make it clear why good etiquette matters. Etiquette is a sensitive awareness of the feelings of others, they remind us. Ultimately, being considerate, respectful, and honest is what's really important in building positive relationships. "Please" and "thank you" do go a long way, and whether it's a handshake, a hug, or a friend request, it's the underlying sincerity and good intentions behind any action that matter most.

A guide to twenty-first-century manners for young professionals covers topics ranging from cellphone and e-mail etiquette to fine dining and making introductions, in a work that includes commentary from the author's granddaughter.

Citing the importance of people skills over technical

## Download File PDF Business Etiquette Essential Guide For Executives

knowledge in today's business world, a guide on how to succeed in a competitive marketplace covers such topics as how to conduct oneself during meetings, communicating effectively in the electronic age, and observing proper etiquette in the international arena. East-West business is booming as thousands of people flock to China. The author, with 25 years of experience dealing with the Chinese, provides up-to-date advice on how to succeed, avoid gaffes, interpret behaviour and make positive impressions. Make no mistake, etiquette is as important in business as it is in everyday life — it's also a lot more complicated. From email and phone communications to personal interviews to adapting to corporate and international cultural differences, *Business Etiquette For Dummies, 2nd Edition*, keeps you on your best behavior in any business situation. This friendly, authoritative guide shows you how to develop good etiquette on the job and navigate today's diverse and complex business environment with great success. You'll get savvy tips for dressing the part, making polite conversation, minding your manners at meetings and meals, behaving at off-site events, handling ethical dilemmas, and conducting international business. You'll find out how to behave gracefully during tense negotiations, improve your communication skills, and overcome all sorts of work-related challenges. Discover how to: Make a great first impression Meet and greet with ease Be a good

## Download File PDF Business Etiquette Essential Guide For Executives

company representative Practice proper online etiquette Adapt to the changing rules of etiquette Deal with difficult personalities without losing your cool Become a well-mannered traveler Develop good relationships with your peers, staff, and superiors Give compliments and offer criticism Respect physical, racial, ethnic, and gender differences at work Learn the difference between "casual Friday" and sloppy Saturday Develop cubicle courtesy Avoid conversational faux pas Business etiquette is as important to your success as doing your job well. Read *Business Etiquette For Dummies, 2nd Edition*, and make no mistake.

"Friends and Good Manners Will Carry You Where Money Won't Go" -Margaret Walker- "Wearing the Correct Dress for Any Occasion is a Matter of Good Manners" -Loretta Young- "The Hardest Job Kids Face Today is Learning Good Manners Without Seeing Any" -Fred Astaire- *The Complete Book of Business Etiquette and Good Manners* is an intelligently written guide to polite usage for all social functions which brings back good moral memories of the traditional business atmosphere - the very foundation of our society which governs how we interact with each other. Best yet, they can still be applied to today's world to help you become a distinguished individual. This is a great reference book for those wanting to perfect their skills in communications, dress, and sales attitudes.



## Download File PDF Business Etiquette Essential Guide For Executives

An updated guide to manners covers entertaining, celebrations, funerals, business situations, travel, sports, and communication

The Key to Your Business Success in the Philippines! There are two words which are typically used by Westerners when describing their business and social interactions with Filipinos - "friendly" and "easy-going". Delve a bit deeper, however, and you often find a third word making an appearance - "frustrating". For a newly arrived Westerner coming to their first business meeting in Manila, Cebu, or elsewhere in the Philippines it can be quite easy to fall into the trap of assuming that you are simply in a slightly more exotic version of London, LA, or Melbourne. It is an easy trap to fall into - to forget that, first and foremost, the Philippines is an Asian country and like most Asian cultures there's a lot more going on beneath the surface than meets the eye! Including personal anecdotes and experience from an insider's perspective, *Business Etiquette in the Philippines* is your essential resource for business success. Russell Walker is a highly regarded business and technology broker with more than 20 years experience working with organizations across Asia.

"No one doing business with the Chinese should be without [it]."—Midwest Book Review This insider's pocket reference covers common business and social protocols for traveling and doing business in China, Taiwan, and Hong Kong. It is

## Download File PDF Business Etiquette Essential Guide For Executives

also ideal for anyone hosting Chinese business visitors. This new edition has been updated with current trends, Internet and phone tips, interviews, and fresh ideas for understanding the profound behavioral and social changes produced by Chinese modernization. Stefan H. Verstappen lives in Toronto. He is author of *The Thirty Six Strategies of Ancient China* and has worked as a corporate trainer and publicist in Hong Kong, Taipei, and Beijing.

What differentiates business people from business professionals? Many individuals invest in their careers yet have no clue how to set themselves apart from their competition. *Business Etiquette: 101 Ways to Conduct Business With Charm & Savvy* reveals both the unwritten and unspoken rules of success. It gives new hires and seasoned professionals alike those rather effortless strategies for climbing that slippery ladder of success. You'll learn appropriate ways for: Introducing two people whose names you've forgotten Determining when to send an e-mail vs. a "snail mail" follow-up Managing coworkers who drop in your office on a moment's notice Being put on the spot in a meeting Playing the corporate hierarchy game with your boss and other higher-ups Dealing with international hosts, colleagues and customers.

A guide for business people traveling to Japan or taking a job with a Japanese company explains the rules of doing business in Japan, proper Japanese etiquette, and how to adapt Western business attitudes to Eastern methods of doing business

Many will judge you based on your table manners alone. That's not too surprising when you consider that we use all of our manners at the table—courtesy, consideration and respect. Thus, it does seem prudent to possess the very best table manners possible. In *Dining Etiquette: Essential Guide for Table Manners, Business Meals, Sushi, Wine and Tea*

## Download File PDF Business Etiquette Essential Guide For Executives

Etiquette, etiquette consultant Rebecca Black, covers most table manners you will need to feel comfortable in all situations. Interview meal coming up? Covered! Need to know chopstick etiquette? Covered! Meeting friends to eat sushi? Covered! How do I choose wine at a restaurant? Covered! How do I plan a tea party? Covered! Author, Rebecca Black of Etiquette Now! has taught countless etiquette and life skills workshops. Now you can have this same advice and life skills in the palm of your hand without spending hundreds of dollars to attend one of her workshops.

Business manners in and out of the boardroom are stressed here, with practical etiquette advice on e-mail, faxes, international travel, pagers, and cellular phones, as well as the latest dope on how to properly shake hands, address a new business acquaintance, and talk on the phone. Original.

[Copyright: 572d84eb9eadcd50ddd90e4a1197f399](https://www.pdfdrive.com/business-etiquette-essential-guide-for-executives-pdf/ebook/572d84eb9eadcd50ddd90e4a1197f399.html)