The following are resources submitted by colleagues in Protocol & Diplomacy International – Protocol Officers Association (PDI-POA). The list is divided into three specific categories: Books, Media Apps and Websites. Books, websites and media apps are further divided by category, then alphabetical order. Members of PDI-POA who have authored a book are indicated with asterisks (**) by their name.

We do not endorse any particular title, media app or website, and you will find the authors sometimes have divergent opinions and points of view. Equally, the absence of a resource from the list does not indicate the lack of endorsement either; it simply means it was not submitted. Our goal is to keep this list updated and encourage continuous submissions. Please forward any updates or submissions to Sonia Garza-Monarchi at sgm@garzaprotocol.com.

We have tried to focus on resources that explain ceremonial protocol, corporate etiquette, business tips for the traveler, cultural guidelines for dealing with international visitors, tips for municipal, state, federal and military protocol practitioners, as well as tools that make implementation of protocol projects easier.
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Books – Academia

- **Academic Ceremonies: A Handbook of Traditions and Protocol**
  April L. Harris** (2005)

- **Etiquette and Protocol: A Guide for Campus Events**
  April L. Harris** (1999)

Books – Anecdotal References/Biographies & Leadership

- **A Lady, First: My Life in the Kennedy White House and the American Embassies of Paris and Rome**
  Letitia Baldrige (2001)

- **An Invitation to the White House: At Home with History**
  Hillary Rodham Clinton (2000)

- **At Ease in the White House: The Uninhibited Memoirs of a Presidential Social Aide**
  Stephen M. Bauer (1991)

- **Barbara Bush: A Memoir**
  Barbara Bush (1994)

- **Bedtime and Other Stories from the President’s Guest House: Mrs. V’s Memoirs of Service to Four U.S. Presidents**
  Benedicte Valentiner (2011)

- **Behind the Embassy Door: Canada, Clinton and Quebec**
  James J. Blanchard (1998)

- **Building Diplomacy: The Architecture of American Embassies**
  Elizabeth Gill Lui (2004)

- **DC Confidential**
  Christopher Meyer (2006)

- **Diplomacy**
  Henry Kissinger (1994)

- **Diplomats and Diamonds**
  Letitia Baldrige (1968)
Books – Anecdotal References/Biographies & Leadership (cont.)

- **Embassy Row**  
  Hope Kiddings Miller (1960)

- **Farwell to Foggy Bottom**,  
  Ellis Briggs (1964)

- **Foreign Babes in Beijing: Behind the Scenes of a New China**  
  Rachel Dewoskin (2006)

- **Galileo’s Daughter: A Historical Memoir of Science, Faith and Love**  
  Dava Sobel (2000)

- **Inside a U.S. Embassy: How the Foreign Service Works for America**  
  Shawn Dorman, Editor (2005)

- **Inside the White House**  
  Betty Boyd Caroli (1992)

- **In the Kennedy Style: Magical Evenings in the Kennedy White House**  
  Letitia Baldrige (1998)

- **It Worked for Me: In Life and Leadership**  
  Collin Powell (2012)

- **Keeper of the Gate**  
  Selwa “Lucky” Roosevelt (1990)

- **Leap of Faith: Memoirs of an Unexpected Life**  
  Queen Noor of Jordan (2003)

- **Madame Secretary: A Memoir**  
  Madeleine K. Albright (2005)

- **Mao Zedong**  
  Jonathan Spence (2006)

- **My American Journey**  
  Colin Powell (2003)

- **Read My Pins: Stories from a Diplomat’s Jewel Box**  
  Madeleine K. Albright (2009)
Books – Anecdotal References/Biographies & Leadership (cont.)

- **Realities of Foreign Service Life**  

- **Red Carpet at the White House: Four Years as Chief of Protocol in the Eisenhower Administration**  
  Wiley T. Buchanan (1964)

- **The Butler Speaks**  
  Charles Macpherson** (2013)

- **The Garden and Farm Books of Thomas Jefferson**  
  Robert C. Baron and Thomas Jefferson (1987)

- **The Mighty & The Almighty: Reflections on America, God and World Affairs**  
  Madeleine Albright (2003)

- **The Reagan Diaries**  
  Ronald Reagan (2009)

- **Transcultural Leadership: Empowering the Diverse Workforce**  
  George F. Simons, Carmen Vazques and Philip R. Harris (1993)

- **White House Years**  
  Henry Kissinger (1979)

- **Wild Swans: Three Daughters of China**  
  Jung Chang (2003)

Books – Business & Globalization

- **Blink: The Power of Thinking Without Thinking**  
  Malcom Gladwell (2007)

- **The Tipping Point: How Little Things Can Make a Big Difference**  
  Malcom Gladwell (2002)

- **The Speed of Trust**  
  Stephen Covey and Rebecca R. Merrill (2008)

- **The Lexus and the Olive Tree**  
  Thomas Friedman (2000)
Books – Business & Globalization (cont.)

- **The World is Flat**
  Thomas L. Friedman (2005)

Books – Business Travel

- **Birnbaum’s Europe for Business Travelers**
  Alexandra Mayes Birnbaum (1993)

- **Business Traveler’s Atlas**
  H.M. Goshua (1991)

- **Escape the Wolf Risk Mitigation Personal Security Handbook for the Traveling Professional**
  Clint Emerson with Lynn Walters (2009)

- **French or Foe? Getting the Most Out of Visiting, Living and Working in France**
  Polly Platt (1996)

- **Living in Colombia: A Guide for Foreigners**
  William Hutchison (1987)

- **Moving Your Family Overseas**
  Rosalind Kalb and Penelope Welch (1992)

- **Survival Kit for Overseas Living**
  Robert L. Kohls (2001)

- **The Business Travel Survival Guide**
  Jack Cummings (1991)

- **The Global Etiquette Guide to Africa and the Middle East, Everything you Need to Know for Business and Travel Success**
  Allen Foster (2002)
  - The Global Etiquette Guide to Asia, Everything You Need to Know for Business and Travel Success (2000)
  - The Global Etiquette Guide to Europe, Everything You Need to Know for Business and Travel Success (2000)
  - The Global Etiquette Guide to Mexico and Latin America, Everything you Need to Know for Business and Travel Success (2002)
Books – Business Travel (cont.)

- **The Global Negotiator: Making, Managing and Mending Deals Around the World in the Twenty-first Century**  

- **The International Business Traveler’s Companion**  
  Donald Eulette, De Kieffer (1993)

- **The Itty Bitty Guide to Business Travel**  
  Stacie Kraichir and Carrie Rosten (Apr 2004)  
  - The Itty Bitty Guide to Tipping (Apr 2004)

- **The Travelers Guide to…Customs and Manners**  
  (Guides by continent – Asia, Latin America, Africa, and Europe)  
  Elizabeth Devine and Nancy L. Braganti (1995)

- **When the Little Things Count…and They Always Count**  
  Barbara Pachter (Aug 2006)

- **Women’s Guide to Overseas Living**  
  Nancy J. Piet-Pelon (1992)

Books – Dining & Culinary

- **A Gentleman at the Table: A Concise, Contemporary Guide to Table Manners**  
  John Bridges and Bryan Curtis (2004)

- **A Gentleman’s Guide to Toasting**  
  Dave Fulmer (1990)

- **A History of the World in Six Glasses**  
  Tom Standage (2005)

- **A Revolution in Eating: How the Quest for Food Shaped America**  
  James E. McWilliams (2007)

- **All the Presidents’ Pastries: Twenty-Five Years in the White House, A Memoir**  
  Roland Mesnier and Christian Malard (2007)

- **Cooking for Kings: The Life of Antonin Careme, The First Celebrity Chef**  
  Ian Kelly (2003)
Books – Dining & Culinary (cont.)

- **Culture of the Fork: A Brief History of Food in Europe**
  Giovanni Rebora (2001)

- **Dinner is Served: An English Butler’s Guide to the Art of the Table**

- **Eat Your Words: A Fascinating Look at the Language of Food**
  Charlotte Jones and John O’Brien (2000)

- **Elegant Eating: Four Hundred Years of Dining in Style**
  Philippa Glanville and Hilary Young (2002)

- **Feasts, A History of Grand Eating**
  Roy Strong (2002)

- **Food in History**
  Reay Tannahil (1995)

- **Foods of the Americas: Native Recipes and Traditions**
  Fernando Divina and Marlene Divina (2010)

- **For the Royal Table: Dining at the Palace**
  Kathryn Jones (2008)

- **French Lesson: Adventures with Knife, Fork, and Corkscrew**
  Peter Mayle (2001)

- **From Hand to Mouth, or, How We Invented Knives, Forks, Spoons and Chopsticks, and the Manners to Go With Them**
  James Cross Giblin (1987)

- **Larousse Gastronomique: The World’s Greatest Culinary Encyclopedia, Completely Revised and Updated**
  Librairie Larousse (2009) (previous editions by Prosper Montagne)

- **Menu Design In America**
  Jim Heimann (Ed.) Steven Heller John Mariani (2011)

- **Much Depends on Dinner: The Extraordinary History and Mythology, Allure and Obsessions, Perils and Taboos, of an Ordinary Meal**
  Margaret Visser (1989)
Books – Dining & Culinary (cont.)

- **Native Harvests: Recipes & Botanicals of the American**
  Barrie Kavasch (1979)

- **New Tea Lover’s Treasury**
  James Norwood Pratt (1999)

- **Salt: A World History**
  Mark Kurlansky (2003)

- **Setting the Table**
  Danny Meyer (2010)

- **The Art of the Table: A Complete Guide to Table Setting, Table Manners, and Tableware**
  Suzanne Von Drachenfels (2000)

- **The Book of Tea: Revised and Updated Edition**
  Alain Stella, Gilles Brochard, Nadine Beauthieac, and Catherine Dozel (2009)

- **The Cultural Politics of Food and Eating**
  Melissa Caldwell and James L. Watson (2005)

- **The Duchess Who Wouldn’t Sit Down: An Informal History of Hospitality**
  Jesse Browner (2003)

- **The First Ladies Cookbook: Favorite Recipes of All of the Presidents of the United States**
  Margaret Brown Klapthor (1982)

- **The Harney & Sons Guide to Tea**
  Michael Harney (2008)

- **The Mitsitam Café Cookbook: Recipes from the Smithsonian National Museum of the American Indian**
  Richard Hetzler (2010)
Books – Dining & Culinary (cont.)

- *The New Food Lover’s Companion*
  Sharon Tyler Herbst and Rob Herbst (2007)
  - *The Deluxe Food Lover’s Companion* (2009)

- *The New Wine Lover’s Companion*
  Rob Herbst (2010)

- *The Non-Connoisseur’s Menu Guide to Ordering and Enjoying French, Italian, and Spanish/Latin American Cuisine*
  David D’Aprix (1999)

- *The President’s Table: Two Hundred Years of Dining and Diplomacy*
  Barry H. Landau (2007)

- *The Rituals of Dinner: The Origins, Evolution, Eccentricities and Meaning of Table Manners*
  Margaret Visser (1991)

- *The Story of Tea: A Cultural History and Drinking Guide*
  Mary Lou Heiss and Robert J. Heiss (2007)

- *The White House Chef Cookbook: Over 500 Recipes and Menus by the Man Who Was White House Chief During the Kennedy Years*
  Rene Verdon (1986)

- *Tiffany’s Table Manners for Teenagers*
  Walter Hoving (1987)

- *Toasts: Over 1500 of the Best Toasts, Sentiments, Blessings and Graces*
  Paul Dickson (2009)

- *Toasts: The Illustrated Book of Drinking Poems, Salty Salutations, Eloquent Epithets & Vivid Verbosity*
  Willow Creek Verbosity (1994)

- *Webster’s New World Dictionary of Culinary Arts*
  Webster Dictionary (2001)

- *White House Chef: Eleven Years, Two Presidents, One Kitchen*
  Walter Scheib and Andrew Friedman (2007)
Books – Dining & Culinary (cont.)

- White House Cookbook, Revised and Updated Centennial Edition
  Hugo Zieman and F.L. Gilette (1996)

- White House Family Cookbook
  Henry Haller and Virginia Aronson (1987)

Books – Diplomacy

- A Diplomatic History of the American People, 10th edition
  Thomas A. Bailey (1980)

- Diplomatic and Consular Immunity, Guidance for Law Enforcement and Judicial Authorities
  (For a free copy write to Protective Liaison Division, Bureau of Diplomatic Security, U.S. Department of State, SA-33, Washington D.C. 20522)

- Diplomacy at the United Nations

- Diplomatic Handbook

- The Diplomatic Dictionary Revised Edition
  Chas W. Freeman (2003)

- United Nations Handbook
  Thomas G. Weiss and Sam Daws (2009)

Books – Dress

- Dress Smart Men: Wardrobes that win in the New Workplace

- Dress Smart Women: Wardrobes that win in the New Workplace

- Can My Bridesmaids Wear Black?
  Marjabelle Young Stewart and Marian Faux (1989)
Books – Etiquette

- A Book of Courtesy: The Art of Living with Yourself and Others
  Sister Mary Merceded, O.P. (2001)

- A Short History of Rudeness: Manners, Morals, and Misbehavior in Modern America
  Mark Caldwell (2000) Sister

- Amy Vanderbilt’s Everyday Etiquette
  Letitia Baldrige (1981)

- At Ease....Professionally
  Hilka Klinkenberg (1992)

- Be On Your Best Business Behavior: How to Avoid Social and Professional Faux Pas When Dining, Traveling Conversing and Entertaining
  Colleen A. Richenbacher, CMP CSEP (2002)

- Behave Yourself! The Essential Guide to International Etiquette
  Michael Powel (2005)

- Bowing to Necessities: A History of Manners in America, 1620-1860
  C. Dalton Hemphill (2002)

- Business and Social Etiquette with Disabled People
  Chalda Maloff (1988)

- Business Class – Etiquette Essentials for Success at Work
  Jacqueline Whitmore (2005)

- Business Etiquette: 101 Ways to Conduct Business with Charm and Savvy, Second Edition
  Ann Marie Sabath (2002)

- Business Etiquette for Dummies
  Sue Fox (2008)

- Business Protocol, Contemporary American Practice
  David Robinson (2003)

- Charlotte Ford’s Guide to Modern Manners
  Charlotte Ford (1986)
Books – Etiquette (cont.)

- **Choosing Civility: The Twenty-five Rules of Considerate Conduct**
  P.M. Forni (2003)

- **Class Acts: How Good Manners Create Good Relationships and Good Relationships Create Good Business**
  Mary Mitchell (2002)

- **Common Courtesy**
  Judith Martin (1985)
  - Miss Manners’ Guide for the Turn of the Millennium (1990)

- **Complete Business Etiquette Handbook**
  Barbara Pachter and Marjorie Brody (1994)

- **Complete Guide to the New Manners for the ‘90s**
  Letitia Baldrige (1990)

- **Complete Idiot’s Guide to Cultural Etiquette**
  Carol Turkington

- **Debrett’s New Guide to Etiquette & Modern Manners**
  John Morgan (1996)
  - Debrett’s Manners for Men, E.Jane Dickson (2008)
  - Debrett’s Etiquette for Girls, Fleur Britten (2008)

- **Emily Post’s Etiquette, 17th Edition**
  - Emily Post’s Etiquette, 75th Anniversary, 16th Edition

- **Emily Post’s The Gift of Good Manners: A Parent’s Guide to Raising Respectful, Kind, Considerate Children**
  Peggy Post and Cindy Post Senning (2005)

- **Etiquette Guide to China: Know the Rules that Make the Difference**
  Boye Lafayette De Mente (2011) (eBook)
  - Etiquette Guide to Japan: Know the Rule that Make the Difference (2002)
Books – Etiquette (cont.)

- *Etiquette in Minutes: 201 Practical Tips on Business and Social Behavior from an International Etiquette Expert*
  Syndi Seid** (2008)

- *Executive Etiquette How to Make Your Way to the Top with Grace and Style*
  Marjabelle Young Stewart and Marian Faux (1979)

- *George Washington’s’ Rules of Civility and Decent Behavior*
  George Washington (1888) (eBook)

- *How to Talk to Anyone, Anytime, Anywhere: The Secrets of Good Communication*
  Larry King (1994)

- *How to Work a Room – A Guide to Successfully Managing the Mingling*
  Susan RoAne (1988)

- *International Business: A Basic Guide for Women*
  Tracey Wilen (2000)

- *Little Book of Etiquette (working your way through a meal)*
  Dorothea Johnson** (1987)

- *Manners for Men; Etiquette for Girls*
  E. Jane Dickson and Fleur Britteu (1866)

- *Martine’s Handbook of Etiquette and Guide to True Politeness*
  Arthur Martin (1866)

- *Mastering Business Etiquette and Protocol*
  Manlyn Pincus (1989)

- *Modern Etiquette*
  Moyra Bremner (1994)

  Norine Dresser (1996)

- *New Manners for New Times*
  - *New Complete Guide to Executive Manners (1993)*

- *Power and Protocol for Getting to the Top*
  Jeffrey P. Davidson (1991)
Books – Etiquette (cont.)

- *Power Etiquette: What You Don’t Know Can Kill Your Career*
  Dana May Casperson (1999)

- *Prentice Hall Complete Business Etiquette Handbook: From the Finer Points of Making Introductions to International Protocol*
  Barbara Pachter and Marjoire Brody (1995)

- *Rude Awakenings: Overcoming the Civility Crisis in the Workplace*

- *Simple Etiquette in:*
  - Arabia and Gulf States
  - China
  - Holland
  - India
  - Ireland
  - Italy
  - Japan
  - Korea
  - Thailand

- *Star-Spangle Manners: In Which Miss Manners Defends American Etiquette (For a Change)*
  Judith Martin (2003)

- *Tea and Etiquette: Taking Tea for Business and Pleasure*
  Dorothea Johnson** and Bruce Richardson (2009)

- *The Amy Vanderbilt Complete Book of Etiquette (Entirely Rewritten and Updated)*
  Nancy Tuckerman and Nancy Dunnan (1995)

- *The Complete Book of Entertaining from the Emily Post Institute*
  Elizabeth Post (1981)
  - *Emily Post on Business Etiquette* (1990)
  - *Emily Post on Entertaining* (1987)
  - *Emily Post on Etiquette* (1987)
  - *Emily Post on Guest and Hosts* (1994)
  - *Emily Post on Invitations and Letters* (1990)

- *The Complete Idiot’s Guide to Etiquette*
  Mary Mitchell (1996)
Books – Etiquette (cont.)

- The Concise Guide to Executive Etiquette: Absolutely Everything You Need to Know About Business Protocol
  Linda Phillips and Wayne Philips (1990)

- The Etiquette Advantage in Business: Personal Skills for Professional Success
  Peggy Post and Peter Post (2005)

- The Faux Pas Survival Guide: The Fine Art of Removing Your Foot from Your Mouth
  Jeanne Martinet (1996)

- The Fine Art of Small Talk: How to Start a Conversation, Keep It Going, Build Network Skills and Leave a Positive Impression!
  Deborah Fine (2005)

- The History of Manners
  Norbert Elias (1982)

- The Holiday Handbook
  Carol Barkin and Elizabeth James (1994)

- The International Businesswoman of the 1990’s – A Guide to Success in the Global Marketplace
  Marlene L. Rossman (1990)

- The London Ritz Book of Etiquette
  Jennie Reeki (1991)

- The New Basic Black: Home Training for Modern Times

- The Power of Handshaking for Peak Performance Worldwide

- They Don’t Get It. Do They?
  Kathleen K. Reardon (1995)

- Tiffany’s Table Manners for Teenagers
  Walter Hooving (1989)
Books – Etiquette (cont.)

- *What Every Body is Saying*
  Joe Navaroo and Marvin Karlins (2008)

- *Winning Body Language*
  Mark Bowden (2010)

Books – Flags & Heraldry

*Flag Research Center, Whitney Smith, Director P.O. Box 580, Winchester MA 01890-0880. Call 1-781-729-9410 or email Mr. Smith at vexor@comcast.net*

- *A Dictionary of Heraldry*
  Stephen Friar (1987)


- *Smithsonian Handbooks: Flags*
  William G. Crampton (2002)

- *So Proudly We Hail: The History of the United States Flag*
  William Rea Furlong and Byron McCandless (1981)

- *The Care and Display of the American Flag*
  The Editors of sharpman.com (2004)

- *The World Encyclopedia of Flags and Heraldry*
  Alfred Znamierowski and Stephen Slater (2005)

Books – Forms of Address

- *British English, A to Zed*
  Norman W. Schur

- *Debrett’s Correct Form*
  Patrick W. Montague-Smith (1977)

- *Debrett’s Correct Form: Standard Styles of Address for Everyone from Peers to Presidents*
  Celestria Noel (1999)
  [www.debretts.co.uk/etiquette/correct_forms_of_address.html](http://www.debretts.co.uk/etiquette/correct_forms_of_address.html)
Books – Forms of Address (cont.)

- **Forms of Address: A Guide for Business and Social Use**
  Andrea Holberg, Editor (1994)

- **Good to Great: Why Some Companies Make the Lean…and Others Don’t**
  Jim Collins (2001)
  - Good to Great and the Social Sectors: A Monograph to Accompany Good to Great (2005)

- **Honor & Respect: The Official Guide to Names, Titles, and Forms of Address**

- **Irvine’s Dictionary of Titles: Containing Authentic Information on the Etiquette of Correspondence, Official Forms of Address, Superscriptions,…Ecclesiastical Military and Nava Customs** (2009)

- **Malaysian Protocol, Correct Forms of Address**

- **Styles of Address**
  Howard Measures (1969)

- **Titles and Forms of Address: A Guide to Correct Use**

- **Titles: How the King Became His Majesty**
  L.G. Pine (1992) (Originally published as *The Story of Titles*)

Books – General References

**Business Writing, Dictionary, and Speaking**

- **101 American English Proverbs: Understanding Language and Culture through Commonly Used Sayings**
  Harry Collis (1992)

- **101 Ways to Say Thank You: Notes of Gratitude for all Occasions**
  Kelly Browne (2008)

- **Associated Press Stylebook (aka the AP Stylebook)**
  The Associated Press
Books – General References

Business Writing, Dictionary, and Speaking (cont.)

- **Bartlett’s Book of Anecdotes**  
  Clifton Fadiman and Andre Bernard (2000)

- **Breaking the Language Barrier**  

- **Business Grammar, Style & Usage: The Most Used Desk Reference for Articulate and Polished Business Writing and Speaking by Executives Worldwide**  
  Alicia Abell (2003)

- **Business Notes: Writing Personal Notes that Build Professional Relationships**  
  Florence Isaacs (1998)

- **Chicago Manual of Style, 16th Edition**  
  University of Chicago Press (2010)

- **Dictionary of Business Terms**  
  Jack P. Friedman (2007)

- **Eats, Shoots & Leaves: The Zero Tolerance Approach to Punctuation**  
  Lynne Truss (2004)

- **Elements of Style, 50th Anniversary Edition**  

- **Elements of Style (Updated 2011 Kindle eBook edition)**  
  William Strunk and E.B. White (2011)

- **Geographical Dictionary**  
  Miriam Webster (2007)

- **Grammar Snobs are Great Big Meanies: A Guide to Language for Fun and Spite**  
  June Casagrande (2006)

  Thomas Hill (1885)

- **It Was the Best of Sentence, It Was the Worst of Sentences: A Writer’s Guide to Crafting Killer Sentences**  
  June Casagrande (2010)
Books – General References

Business Writing, Dictionary, and Speaking (cont.)

- Letters for All Occasions: The Classic Guide to Social and Business Correspondence
  Alfred Stuart Myers (1991)

- Panati’s Extraordinary Origins of Everyday Things
  Charles Panati (1996)

- Presentation Secrets of Steve Jobs
  Carmine Gallo (2009)

- Speak Like Churchill, Stand Like Lincoln: 21 Powerful Secrets of History’s Greatest Speakers
  James C. Humes (2002)

- The Art of Condolence: What to Write, What to Say, What to Do at a Time of Loss
  Leonard M. Zunin and Hilary Stanton Zunin (1992)

- The Blue Book of Stationery: The Definitive Guide to Social and Business Correspondence Etiquette
  Crane & Co (2009)

- The Diplomat’s Dictionary
  Charles W. Freeman (1994)

- The Seashell Anthology of Great Poetry
  Christopher Burns (2011)

- The Statesman’s Year Book, Volume 21
  Frederick Martin, John Scott Keltie and Sigfrid Henry Steinberg (2010)

Books – Gifts

- Gift Giving Around the World
  Kathleen K. Reardon (1986)

- The Art and Etiquette of Gift Giving
  Dawn Bryan (1987)

- The Language of Gifts: The Essential Guide to Meaningful Gift Giving
  Deanna Washington (2000)
Books – Meeting & Event Planning

- *Event Planning, Ethics and Etiquette – A Principled Approach to the Business of Special Event Management*

- *Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives and Other Special Events*
  Judy Allen (2000)

- *Meeting & Event Planning for Dummies: How to orchestrate business gatherings that run smoothly, get results and earn praise*
  Susan Friedman, CSP (2004)

- *Professional Meeting Management, Third Edition*
  Barbara Nichols (2001)

- *The Business of Event Planning*
  Judy Allen (2002)

Books – Military

- *Air Force Officer’s Guide*
  Jeffrey C. Benton (2002)

- *Attention! A Quick Guide to the Armed Service*
  Pauline Innis and Rear Admiral Walter D. Innis (1988)

- *He’s Not a Doorman – A Civilian’s Guide to Military Etiquette*
  David Burgess (2009) (eBook)

- *Military Customs and Traditions*
  Mark Mayo Boatner (1976)

- *Military Directives:* (many of these directives can be located on the internet)
  - DoD Directive 1005.6, Display of the Nation Flag at Half-Staff
  - Army Regulation 840-10, Flags, Guidons, Streamers, Tabards, Automobile, and Aircraft Plates
  - Army Regulation 600-25 – Salutes, Honors, and Visits of Courtesy
  - Marine Corps Order 10520.3B – Marine Corps Flag Manual
  - Navy Training Publication 13 (B) – Flags Pennants and Customs
Books – Military (cont.)

- **Military Directives (cont):** (many of these directives can be located on the internet)
  - OPNAVINST 10520.2D – United States Navy Flag, Battle Streamers, and U.S. Navy Infantry Battalion Flag
  - Air Force Manual 36-2203, Drill and Ceremonies
  - Air Force PD (AFPD) 34-12, Air Force Protocol
  - Air Force Instruction (AFI) 23-1201, Protocol
  - Air Force PAM (AFPAM) 32-1202 Guide to Protocol
  - USAF Honor Guard, Basic Protocol Honors, and Ceremonies

- **Naval Ceremonies, Customs and Traditions, Sixth edition**

  Jo Ann Ball (Student Report), Air Command and Staff College (1986)

- **Ruffles and Flourishes: A Guide to Customs and Courtesies of the Military**
  Judy K. Beam (1988)

- **Service Etiquette, Fifth Edition**
  Oretha D. Swartz (2009)

Books – Multi-Cultural Communication and Customs

- **Culture and Country Resources**

- **A Common Core: Thais and Americans**
  John Paul Fieg (1989)

- **A Fair Go For All: Australian/American Interactions**
  George Fenwick (1991)

- **A Good Scent from Strange Mountain**
  Robert Olen Butler (2001)

- **American Ways: A Guide for Foreigners in the United States**
  Gary Althen (1988)

  Mary Murray Bosrock (2007)
Books – Multi-Cultural Communication and Customs (cont.)

Culture and Country Resources

- *Bargaining Across Borders: How to Negotiate Business Successfully Anywhere in the World*
  Dean Allen Foster (1995)

- *Behind the Japanese Bow: An In-Depth Guide to Understanding and Predicting Japanese Behavior*
  Boye Lafayette De Mente (1993)

- *Beyond Culture*
  Edward Hall (1981)
  - *The Dance of Life* (1983)
  - *The Hidden Dimension* (1990)
  - *Understanding Cultural Differences: Germans, French, and Americans* (1990)

- *Blunders in International Business, 4th Edition*
  David A. Ricks (2006)

- *Book of Peoples of the World: A Guide to Cultures*
  National Geographic, Wade Davis and K. David Harrison, Catherine Herbert Howell

- *Brazilian Portuguese: Lonely Planet Phrasebook*
  Marcia Monje De Castro (2008)

- *Breaking Through Culture Shock: What You Need to Succeed in International Business*
  Elisabeth Marx (1999)

- *Brit-Think, Ameri-Think: A Transatlantic Survival Guide*

- *Business Protocol: How to Survive and Succeed in Business*
  Jan Yager (2000)

- *Celebrations around the World: A Multicultural Handbook*
  Carole S. Angell (1996)

- *China A to Z: Everything You Need to Know to Understand Chinese Customs and Culture*
  May-lee Chai, Winber Chai (2007)
Books – Multi-Cultural Communication and Customs (cont.)
Culture and Country Resources

- **China – Culture Smart! The Essential Guide to Customs and Culture**
  Kathy Flower (2010) (eBook)
  - *This book series is also available on the following countries written by different authors: Britain, Japan, India, Tanzania, Russia, Turkey, Germany, Scotland, USA, Italy, France, Spain, Sweden, Norway, Denmark, Ireland, Mexico, Australia, Netherlands and Switzerland (eBook)*

- **China Road**
  Rob Gifford (2008)

- **China Wakes: The Struggle for the Soul of Rising Power**
  Sheryl Wudunn and Nicholas D. Kristof (1995)

  Scott D. Seligman (2008) (eBook)

- **Crescent and Star**
  Stephen Kinzer (2008)

  Richard R. Gesteland (2005)

- **Cultural Intelligence: A Guide to Working with People From Other Cultures**

- **Cultural Literacy: What Every American Needs to Know**
  ED Hirsch (1987)

- **Culture Shock: A Guide to Customs and Etiquette**
  Patricia Levy (1996)

- **Culture Shock: A Guide to Customs and Etiquette – South Africa**
  Dee Rissik (1994)

- **Culture Shock: India**
  Gitanjali Koland (2001)

- **Culture Shock: Morocco**
  Orin Hargraves (1995)
Books – Multi-Cultural Communication and Customs (cont.)
Culture and Country Resources

- **Culture Shock: Pakistan**
  Kevin Mittman (1991)

- **Culture Shock! Philippines: A Survival Guide to Customs and Etiquette**
  Alfredo Roces, Grace Roces (2009)
  - *Brazil*, Volker Poelzl (2009)

- **CultureGrams World Edition**
  Subscribe at [www.culturegrams.com](http://www.culturegrams.com) or phone, 1-800-528-629 (ProQuest Information and Learning Company)

- **Customs & Etiquette of China**
  Caroline Mason and Geoffrey Murray

  - *Do’s and Don’ts Around the World…Africa* (1998)

- **Do’s and Taboos Series**
  Roger E. Axtell
  - *Hosting International Visitors* (1990)
  - *Preparing for Your Trip Abroad* (1994)
  - *Public Speaking* (1992)

- **Doing Business in Asia**
  Sonjyot P. Dunung (1995)
Books – Multi-Cultural Communication and Customs (cont.)
Culture and Country Resources

- **Doing Business Internationally – The Cross Cultural Challenges, Training Management Corporation**

- **Don’t They Know it’s Friday? Cross-Cultural Considerations for Business and Life in the Gulf**
  Jeremy Williams (1999)

- **Dreaming in Chinese (Mandarin Lessons in Life, Love and Language)**
  Deborah Fallows (2010)

- **Dun & Bradstreet’s Guide to Doing Business Around the World, Revised**

- **Essential Tibetan Buddhism**
  Robert Thurman (1996)

- **European Business Customs & Manners**
  Mary Murray Bosrock (2006)

- **European Customs & Manners**
  Elizabeth Devin and Nancy L. Braganti (1999)

- **Eyewitness Guide Vietnam and Angkor Wat**
  Richard Sterling (2013)

- **Fire in the Lake**
  Frances FitzGerald (2002)

- **From Da to Yes: Understanding East Europeans**
  Yale Richmond (1995)
  - From Nyet to Da: Understanding the Russians (1992)

- **Global Business Etiquette: A Guide to International Communication and Customs**

- **Guanxi (The Art of Relationships): Microsoft, China, and Bill Gate’s Plan to Win the Road Ahead**

- **How to Negotiate Anything with Anyone Anywhere Around the World**
  Frank L. Acuff (1993)
Books – Multi-Cultural Communication and Customs (cont.)

Culture and Country Resources

- **In a Sunburned Country**  
  Bill Bryson (2000)

- **India Business Checklist**  
  Rupa Bose (2009)

- **India From Midnight To The Millennium**  
  Shashi Tharoor (1998)

- **Intercultural Competence: Interpersonal Communication Across Cultures**  
  Myron Lustig and Jolene Koester (2002)

- **International Business Etiquette, Asia & The Pacific Rim, A Guide to Doing Business Abroad**  
  Ann Marie Sabath (2002)

- **International Negotiation: A Cross Cultural Perspective**  
  Glen Fisher (1980)

- **It’s All Chinese to Me: An Overview of Culture & Etiquette in China**  
  Pierre Ostrowski and Gwen Penner (2009)

- **Japanese Business Etiquette: A Practical Guide to Success with the Japanese**  
  Diana Rowland (1993) (Updated and revised 2d edition)

- **Japanese Etiquette Today: A Guide to Business and Social Customs**  
  James Vardaman, Jr. and Michiko Sasaki Vardaman (1994)

- **Jihad vs. McWorld: How Globalism and Tribalism are Reshaping the World**  
  Benjamin Barber (1996)

- **Kiss, Bow or Shake Hands, 2nd Edition**  
  Terri Morrison and Wayne Conaway (2006)
Books – Multi-Cultural Communication and Customs (cont.)

Culture and Country Resources

- **Korea Business Etiquette: The Cultural Values and Attitudes that Make Up the Korean Business Personality**
  Boye Lafayette De Mente (2011) (eBook)

- **Leading with Cultural Intelligence: The New Secret to Success**
  David Livermore Ph.D. (2009)

- **Lonely Planet - Mandarin Phrasebook**
  Hua-Yuan L. Mowery, Justin Ben-Adam Rudelson (2012)

- **Lonely Planet Tibet**
  Lonely Planet (2012)

- **Malaysian Customs and Etiquette**
  Datin Noor Aini Syed Amir (1991)

- **Management In Two Cultures: Bridging the Gap Between U.S. and Mexican Managers**
  Eva S. Kras (1989)

- **Managing Across Cultures: The Seven Keys to Doing Business with a Global Mindset**
  Charlene M. Solomon and Michael S. Schell (2009)

- **Managing Cultural Differences, Third Edition**

- **Managing Diversity**
  Norma Carr- Ruffino (2012)

- **Managing Intercultural Negotiations**
  Surinder Deol and Pierre Casse

- **Manners and Correct Form in the Middle East Social and Professional Etiquette Precedence and Protocol**
  Donald Hawley (1996)

- **Mindsets: The Role of Culture and Perception in International Relations**
  Glen Fisher (1988)

- **Multicultural Management: New Skills for Global Success**
  Farid Elashmawi and Philip R. Harris (1993)
Books – Multi-Cultural Communication and Customs (cont.)

Culture and Country Resources

- Multicultural Manners: Essential Rules of Etiquette for the 21st Century
  Norine Dresser (2005)

- Odyssey Guide - Xi’an, Shaanxi & the Terracotta Army
  Kevin Bishop (2009)

- On China
  Henry Kissinger (2012)

- Postcards from Tomorrow Square
  James Fallows (2008)

- Public and Private Self in Japan and the United States
  Dean C. Bamlund (1975)

- Put Your Best Forward: Series of books, “Know Before You Go”
  Mary Murray Bosrock
  - Put Your Best Foot Forward: Asia (1997)
  - Put Your Best Foot Forward: Mexico/Canada (1995)
  - Put Your Best Foot Forward: Europe (1997)
  - Put Your Best Foot Forward: South America (1997)
  - Put Your Best Foot Forward: USA (1999)

- Riding the Waves of Culture: Understanding Diversity in Global Business
  Charles Hampden-Turner and Fons Trompenaars (1997)

- Rules of the Game, Global Business Protocol
  Nan Leaptrott (1996)

- Spain is Different
  Helen Wattle Ames (1992)

- Speaking of India: Bridging the Communication Gap When Working With Indians
  Craig Storti (2007)

- The Arab World Handbook
  James Peters (2000)

- The Cultural Advantage: A New Model for Succeeding with Global Teams
  Mijnd Huijser (2006)
**Books – Multi-Cultural Communication and Customs** (cont.)

*Culture and Country Resources*

- **The Cultural Heritage of Arabs, Islam, and the Middle East**  

- **The Hispanic Way**  
  Judith Noble and Jamie Lacasa (1999)

- **The Italian Way: Aspects of Behavior, Attitudes, and Customs of the Italians**  
  Mario Constantino and Lawrence Gambella (1996)

- **The Italians**  
  Luigi Barzini (1996)

- **The Japanese Way: Aspects of Behavior, Attitudes, and Customs of the Japanese**  
  Norko Takada and Rita L. Lampkin (1997)

- **The Polite Americans**  
  Gerald Carson (1966)

- **The Traveler’s Guide to Middle Eastern and North African Customs & Manners**  
  Elizabeth Devine and Nancy L. Braganti (1991)

- **Turkey Unveiled (A History of Modern Turkey)**  
  Nicole Pope and Hugh Pope (2011)

- **UAE – CultureSmart! The Essential Guide to Customs & Culture**  
  John Walsh (2008)

  Margaret K. Nydell (2006)

- **Understanding Cultural Differences**  
  Hall and Hall (1990)

- **Understanding Global Cultures: Metaphorical Journeys Through 29 Nations Clusters of Nations, Continents, and Diversity**  
  Martin H. Gannon and Rajnandini (Raj) K. Pillai (2009)

- **Vietnam Now, A Reporter Returns**  
  David Lamb (2003)

- **Welcoming the Japanese Visitor**  
  Kazo Nishiyama (1996)
Books – Multi-Cultural Communication and Customs (cont.)
Culture and Country Resources

  Christopher Engholm (1991)

- **When Cultures Collide, 3rd Edition: Leading Across Cultures**
  Richard D. Lewis (2005)

- **When in Rome or Rio or Riyadh: Cultural Q&As for Successful Business Behavior Around the World**

- **When in Spain. The Little Book to Avoid Big Mistakes**
  Tamara Hutchison (1992)

- **Work with Anyone Anywhere: A Guide to Global Business**
  Michael B. Goodman (2006)

- **Working in America: A Guidebook for Japanese Businessmen and their Families**
  Takashi Kiuchi (1994)

- **Working with Americans: How to Build Profitable Business Relationships**

- **World Wise: What to Know before You Go**
  Lanie Denslow** and Mary Nadler (2006) (www.worldwiseonline.net)

Books – Protocol

- **Academic Ceremonies: A Handbook of Traditions and Protocol**
  April L. Harris** (2005)

- **Diplomatic Ceremonial and Protocol: Procedures and Practices**
  John Randy Wood, Jean Serest (1970) (Out of print, occasionally found on internet)

- **Le Protocole**
  Louis Dussault** (2003) (Written in French)

Books – Protocol (cont.)

- *Practical Protocol: A Guide to International Courtesies*
  James E. Lott (1973) (out of print but available on internet used book sites)

- *Protocol: A Handbook for Legislative Staff*
  National Legislative Services and Security Association (1997)

- *Seating Matters, State of the Art Seating Arrangements*
  Paul O. Radde, Ph.D. (2009)

  Ambassador Mary Mel French** (2010)

Books – Religion

- *Believers and Beliefs: A Practical Guide to Religious Etiquette for Business and Social Occasions*
  Gayle Colquitt White (1997)

- *God is Not One: The Eight Rival Religions that Run the World*
  Stephen Prothero (2010)

  - How to Be a Perfect Stranger, Volume 2: A Guide to Etiquette in Other People’s Religious Ceremonies, Arthur J Magida

- *Religious Literacy: What Every American Needs to Know and Doesn’t*
  Stephen Prothero (2008)

  Stuart M. Matlins (2000) (eBook)

- *The World Religions*
  Huston Smith (2009)
Apps – Android Market

- Countries of the World
- Cultural Know How
  (China, Japan, India, France, Russia, Italy, Germany, UK)
- Currency Converter
- Event Planning – The ultimate guide to everything you need to know about event planning
- Evernote
- Flags and Capitals
- Flags of the World
- FlightTrack
- Funeral Customs
- Instagram
- Military Medals and Ribbons
- Military Ranks XRef
- MilRanks – U.S. Military Ranks
- OpenTable
- Per Diem Tracker
- Prayer Times + Qibla Direction
- Qiibla Compass
- Shazam – Music search
- Super Planner – A business app for the professional event planner
- Table Manner
- The Book of Business Etiquette
Apps – Android Market (cont.)

- Travel Interpreter
- Tripit
- World Atlas
- World Time Pro v1.1 – Travel warnings, Encyclopedia of flags

Apps – (Apple) iPhone Market

- Al Jazeera English Live (by Livestation Limited)
- AP News
- BBC News
- Bigger Words – Shows message in huge letters, good for warning briefer
- Calendar: International Holiday calendar
- CIA World Factbook
- CNN
- Convert+
- Currency
- DOD Comm or USA Forces – A lot of government information from service organization, regulations, traditions, etc.
- Dropbox
- Event Board – Manage room scheduling and display upcoming events
- Financial Times Mobile (FT)
- Flipboard
- Giant Timer – Helps speakers track briefing duration
Apps – (Apple) iPhone Market (cont.)

- Google Docs
- Google Map - GPS
- Google Speak
- Google Translate
- International Herald Tribune
- Interpret App
- Islamic Compass – Prayer Times and Athan Alarm (by Islamic Prayer Institute)
- Jibbigo’s Translator
- Kwintessential
- Living Earth
- Magic Plan
- Meeting Room – Assist in organizing seating plan
- Microsoft Office (XL, Word, Powerpoint)
- Military Ranks – US and European Nations
- My Radar
- New York Times
- NPR News
- Odyssey Translator Pro
- On the Fly
- Open Table
- PerDiem Calculator
- Perfect Table Planner
Apps – (Apple) iPhone Market (cont.)

- **RedLaser** – Bar code scanner
- Seafood Watch
- Slate
- **Smart Traveler (Department of State)**
- Smithsonian Channel
- Star Walk
- Super Planner
- **Tap – Translate**
- The Economist
- The Weather Channel
- **The World Factbook**
- TIME Mobile
- Tripit
- Turbo Scan
- **United Nations News Reader** (by Splaysoft, LLC)
- US Flag
- Vocre
- **Wall Street Journal**
- Washington Post
- **Word Lens** (by Quest Visual)
- **World Atlas** (by National Geographic)
Apps – (Apple) iPhone Market (cont.)

- World Customs and Cultures (by Hooked in Motion)
- World Flags HD
- World Wiki and Factbook (by Tech Lumia)

Apps – Blackberry

- Active Alerts – Severe weather alerts on your smartphone
- BBC News
- Blackberry Travel
- Blackberry Messenger
- Business Card Reader – Don’t type, take a picture
- Documents to Go Premium – View, edit, and create Word, Excel & Powerpoint files
- E-Mobile Voice Memo
- Exgis Mileage Tracker
- Flight Status Tracker
- FlightTrack
- Guidepal – Series for various countries, e.g., Guidepal Dubai
- Google
- GPS/IM
- Hot Schedules
- Instant Messaging
- Kwintessential
- Live Translator
Apps – Blackberry (cont.)

- Localipedia
- miExpenses
- miTimesheet: track project time
- Moneybookers – Accept credit card payments
- My Travel Diary
- Open Table
- Package Tracking
- Per diem Rate
- Presenter’s Edge
- Remote Print
- SharePlus Office Mobile Client
- Time Zone Schedule
- Translator – Translate emails, attachments and plain text
- Universal Currency Converter
- Universal Translator – Pictures instead of words
- Weather Channel
- Wikipedia
- World Flags for Blackberry PlayBook
- Worldwide Translator
- XE Currency
Websites – Country & Cultural Studies

The World Fact Book provides information on the history, people, government, economy, geography, communications, transportation, military and transnational issues for 266 world entities.

- **Country Studies from Library of Congress**: [www.loc.gov/lcweb2.loc.gov/crs/crs](http://www.loc.gov/lcweb2.loc.gov/crs/crs)
The Country Studies Series presents a description and analysis of the historical setting and the social, economic, political and national security systems and institutions of countries throughout the world.

- **Culture Crossing**: [www.culturecrossing.net](http://www.culturecrossing.net)

- **Culture Grams**: [www.culturegrams.com](http://www.culturegrams.com)
Concise, reliable and up-to-date country reports on 200 cultures of the world.

- **Ediplomat**: [www.ediplomat.com](http://www.ediplomat.com)
Global portal for diplomats

- **Embassies (most Embassies have websites)**

- **Executive Planet International Business Cultures**: [www.executiveplanet.com](http://www.executiveplanet.com)
Guide to international business culture and etiquette in over 35 countries.

- **Global Road Warrior**: [www.globalroadwarrior.com](http://www.globalroadwarrior.com)

- **Governments (most Governments have websites)**

- **Independent States of the World**: [www.nationsonline.org/oneworld/states.htm](http://www.nationsonline.org/oneworld/states.htm)

- **Kwintessential**: [www.kwintessential.co.uk](http://www.kwintessential.co.uk)

- **The Economist Country Briefings**: [www.economist.com/countries](http://www.economist.com/countries)
Provides country briefings, which include articles, background profiles, forecasts and statistics and information about economy, politics and history on


- **Travel Etiquette**: [www.traveletiquette.co.uk](http://www.traveletiquette.co.uk)
Behavior and customs vary greatly from country to country. This site discusses the correct travel etiquette so you won’t be caught out.
Websites – Country & Cultural Studies (cont.)

- **US Department of State**: [www.state.gov](http://www.state.gov)
  - Background Notes: [www.state.gov/background_notes/index.htm](http://www.state.gov/background_notes/index.htm)
  - Diplomatic List: [www.state.gov/s/cpr/rls/dpl/29710.htm](http://www.state.gov/s/cpr/rls/dpl/29710.htm)
  - Dipnotes – Official State Department Blog: [www.blogs.state.gov](http://www.blogs.state.gov)
  - Foreign Embassies Information & Publications: [www.state.gov/s/cpr/rls/index.htm](http://www.state.gov/s/cpr/rls/index.htm)
  - Foreign Embassies in the US: [www.state.gcv/misc/10125.htm](http://www.state.gcv/misc/10125.htm)
  - Key Officers of Foreign Service Posts: [www.foai.state.gove/mms/koh/keyoffcit.asp](http://www.foai.state.gove/mms/koh/keyoffcit.asp)
  - National Holidays: [www.state.gov/s/cpr/rls/dpl/48002.htm](http://www.state.gov/s/cpr/rls/dpl/48002.htm)
  - Regional Affairs and Background Notes: [www.state.gov/countries](http://www.state.gov/countries)
  - State Department Protocol: [www.state.gov/s/cpr/](http://www.state.gov/s/cpr/)
  - U.S. Embassies: [www.usembassy.state.gov](http://www.usembassy.state.gov)


- World InfoZone: [www.worldinfozone.com](http://www.worldinfozone.com)
  World InfoZone country studies and news for all world destinations. A global dimension to education, global communication and diversity

- World Value Survey: [http://www.worldvaluessurvey.org](http://www.worldvaluessurvey.org)
Websites – Flags

The United States Flag: Federal Law Relating to Display and Associated Questions
- Emblems, Insignia and Names: U.S. Code Title 18, Chapter 33: [http://www.law.cornell.edu/uscode/18/usc_sup_01_18_10_1_20_33.html](http://www.law.cornell.edu/uscode/18/usc_sup_01_18_10_1_20_33.html)
- Flag Glossary: [www.nava.org/Flag%20information/dictionary/index/html](http://www.nava.org/Flag%20information/dictionary/index/html)
- Flag Guys: [www.flagguys.com/etiq.html](http://www.flagguys.com/etiq.html)
- Flag Research Center: [www.flagresearchcenter.com](http://www.flagresearchcenter.com)
Scholarly answers to state, local, national and international flag questions. Flag code, rules and protocol interpretation
- National Flag Foundation [www.americanflags.org](http://www.americanflags.org)
Non-profit patriotic organization devoted to promoting respect for the Flag of the United States of America.
- Texas State Flag: [www.tsl.state.tx.us/ref/sbouttx/flagcode.html](http://www.tsl.state.tx.us/ref/sbouttx/flagcode.html)
- United Kingdom Flag Rules: [www.culture.gov.uk/what_we_do/honours/7124.aspx](http://www.culture.gov.uk/what_we_do/honours/7124.aspx)
- U.S. Flag Etiquette: [www.usflag.org/flagetiquette.html](http://www.usflag.org/flagetiquette.html)
Scholarly answers to state, local, national and international flag questions. Flag code, rules and protocol interpretation.
**Websites – General Research Websites**

- About: [www.about.com](http://www.about.com)
- Convention Industry: [www.conventionindustry.org](http://www.conventionindustry.org)
- eHow: [www.ehow.com](http://www.ehow.com)
- Events [www.eventbrite.com](http://www.eventbrite.com)
- Google News Alerts: [www.google.com](http://www.google.com)
- Mapquest: [www.mapquest.com](http://www.mapquest.com)
- Online Bulletin Board [www.pinterest.com](http://www.pinterest.com)
- Open Table: [www.opentable.com](http://www.opentable.com)
  Make dinner reservations with open table, also available as an application.
- PCMA: pcma.org

**Websites – Government**

- Canadian Parliament: [www.parl.gc.ca](http://www.parl.gc.ca)
- Department of Commerce: [www.doc.gov](http://www.doc.gov)
- International Monetary Fund’s EconStats – [www.econstats.com](http://www.econstats.com)
- International Trade Administration: [www.trade.gov](http://www.trade.gov)
- Los Angeles Consular Corps: [www.ceo.lacounty.gov/pdf/LosAngelesConsularCorpsRoster.pdf](http://www.ceo.lacounty.gov/pdf/LosAngelesConsularCorpsRoster.pdf)
- White House: [www.whitehouse.gov/](http://www.whitehouse.gov/)
**Websites – In the News**

- BBC World News: [www.bbc.co.uk/new/world](http://www.bbc.co.uk/new/world)
- E.Diplomat: [www.ediplomat.com](http://www.ediplomat.com)
- Financial Times: [www.ft.com](http://www.ft.com)
- Front Pages: [www.newseum.org/todaysfrontpages](http://www.newseum.org/todaysfrontpages)
- Huffington Post: [www.huffingtonpost.com](http://www.huffingtonpost.com)
- International Herald Tribune: [www.iht.com](http://www.iht.com)
- TED: [www.ted.com](http://www.ted.com)
- The Economist: [www.economist.com](http://www.economist.com)

**Websites – In the News**

- Washington Diplomat: [www.washdiplomat.com](http://www.washdiplomat.com)
  Offers diplomatic news, appointments and feature articles.

**Websites – Military**

- Electronic Invitations: [www.einvitation.aift.edu](http://www.einvitation.aift.edu)
- Military Rank Insignia: [www.defense.gov/specials/insignias](http://www.defense.gov/specials/insignias)
Websites – Military (cont.)

- Navy: www.navy.mil

Websites – Protocol & Forms of Address

- Debretts: www.debretts.com/forms-of-address.aspx
- Forms of Address: www.formsofaddress.info
- Forms of Address and Salutations to Federal and State Officials: www.govdocs.evergreen.edu/salutations.html
- United Kingdom Forms of Address: http://www.justice.gov.uk/guidance/forms-of-address.htm Guidance on how to address ministers, the judiciary, peers and members of parliament verbally and in writing.

Websites – Small Business Solutions

- Box: www.box.net
- Cisco Telepresence: www.cisco.com
- Clarizen: www.Clarizen.com
- Click Tools: www.clicktools.com
- Crowd Compass: www.crowdcompass.com
- Elegant Envelope: www.elegantenvelope.com
  Personalized envelope addressing and mailing services.
- Flickr: www.flickr.com
- Free Conference Call, Phone Conferencing: www.freeconferencecall.com
  Offering free conference call services, teleconferences and corporate phone conferencing
Websites – Small Business Solutions (cont.)

- Go to Meeting: www.gotomeeting.com
- Hightail: https://www.hightail.com
  Secure online file sharing software that allows you to easily send large files and email attachments.
- Lync: www.lync.com
- Perfect Table Plan: www.perfecttableplan.com
  Software for table plans.
- Quick Mobile: www.quickmobile.com
- Ruby Receptionist: www.callruby.com
  Virtual Receptionist and remote phone call answering service
- SnapFish: www.snapfish.com
  Photo Prints.
- Social Tables: www.SocialTables.com
- Survey Monkey: www.surveymonkey.com
- View Path: www.viewpath.com
- Vistaprint: www.vistaprint.com
  Custom Full Color Printing. HUGE Savings on Business Cards, Checks, Holiday Cards, Stationery, Postcards, Magnets, Brochures, Address Labels and more.
- Webex: www.webex.com
- Zoomerang: www.zoomerang.com

Website - Travel

- Country Calling Codes: www.countrycallingcodes.com
- Currency Exchange Rate: www.xe.com
  Free currency rates, tools and analysis using the most accurate data.
- Flight Status: www.flightstats.com
Website – Travel (cont.)

- **GSA Per diem Rates:** [www.gsa.gov/portal/content/302273](http://www.gsa.gov/portal/content/302273)

- **The New York Times’ Travel Section** features an array of basic travel-related information, multimedia presentations and links to newspaper articles from recent years. [http://travel.nytimes.com/travel/guides/europe/italy/overview.html](http://travel.nytimes.com/travel/guides/europe/italy/overview.html)

- **Time Around the World:** [www.timeanddate.com](http://www.timeanddate.com)
  This site includes lots of information that is time and date related, such as yearly and monthly calendars, countdown counters and the world clock

- **Travel State:** [www.travel.state.gov](http://www.travel.state.gov)

- **World Time:** [www.worldtimeserver.com](http://www.worldtimeserver.com)

Vendors

- **Blurp.com** [www.blurp.com](http://www.blurp.com)
  Customized photo books

- **CForbes Inc** [www.cforbesinc.com](http://www.cforbesinc.com)
  Custom awards and collectables are created for special occasions, military events, government, corporate, and non-profit organizations

- **Chucklet and Honey Bakery** [www.chuckletandhoney.com](http://www.chuckletandhoney.com)
  Cookies

- **Crane & Co** [www.crane.com](http://www.crane.com)
  Fine stationery offerings include personalized stationery, wedding & shower invitations, birth announcements, thank you notes, save the date

- **Diana Martin Gifts** [www.dianamartingifts.com](http://www.dianamartingifts.com)
  The Art of Inspired Gift giving, gifts with a story about its meaning and origin.

- **Embassy Flags** [www.embassyflag.com](http://www.embassyflag.com)
  Flag vendor that rents flags. 1-800-798-5431

- **Fine Stationery** [www.finestationery.com](http://www.finestationery.com)
  Offering personalized stationery (stationary), wedding invitations & graduation party invitations and announcements from the industry's top brands.
Vendors (cont.)

- Keith Lipert Gallery www.keithlipertgallery.com
  Unique Corporate Gifts. The Gallery specializes in contemporary decorative art, murano glass, sterling silver and more.

- Levenger www.levenger.com
  Fine desk accessories, fountain pens, leather briefcases, portfolios, lap desks, totes, men's wallets, women's wallets, books, and other more

- L.R. Paris www.lrparisusa.com
  Specialize in designing and sourcing luxury corporate and executive gifts.

- Papyrus www.papyrusonline.com
  Papyrus stationery stores offer greeting cards, stationery, gifts and custom printing

- Red Envelope www.redenvelope.com
  Find meaningful gifts for every occasion at Red Envelope, the gifting experts. An exclusive collection of jewelry, accessories, décor, baby gifts and more.

- Tiffany and Company  www.tiffany.com

- U.S. Capitol Historic Society
  Paperweight made from Marble East Steps of the US Capitol

- USAFA Visitors Center 800-955-4438
  Wooden Falcon

- Vernon Company  jane.bruce@vernoncompany.com
  Cross Fountain Pens

- Wendell August www.wendellaugust.com
  USA metalcrafter company

- Western Silver www.westersilver.com
  Sterling flatware, silverware and Christmas ornaments from Lunt, Gorham, International, Kirk-Stieff, Reed and Barton, Towle and Wallace
Please submit changes to Sonia Garza-Monarchi: sgm@garzaproTOCOL.com 713.863.8896

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