Professional Etiquette

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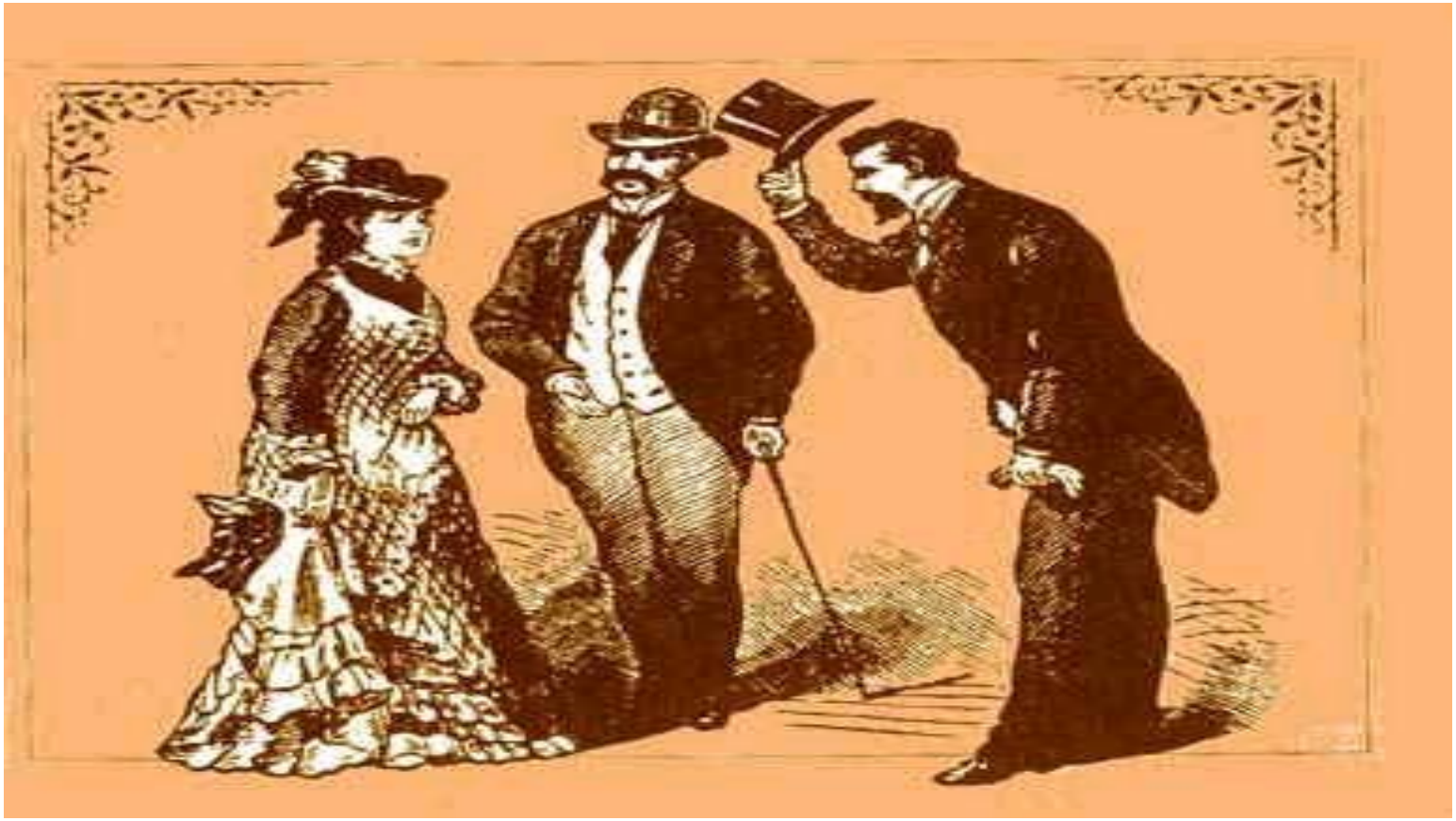
CHE 451

When I think of etiquette, I think of…



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Etiquette – A Ticket

Original meaning:

- A ticket proving that the bearer knew the rules required for admittance behind closed doors

Etiquette – A Ticket

- Etiquette still “opens doors”
- Life is more pleasurable and easier when we know what to expect from other people, what they expect of us, and how to respond in an appropriate way

Principles of Etiquette

- Do unto others as you would have them do unto you. – Luke 6:31
- One should seek for others the happiness one desires for one's self. – Buddha
- The true rule of life is to guard and do by the things of others as they do by their own. – Hindu
- What you would not wish done to yourself, do not do unto others. – Chinese

The Case for Etiquette

- Good manners open doors that position and money cannot.
- Treating people courteously because we feel that they are important or can help our career is an inauthentic reason. Other people will soon recognize the insincerity.

Question 1

In the business arena:

a) Only men should stand for handshaking and all introductions

b) Only women should stand for handshaking and all introductions

c) It is not necessary for men or women to stand for handshaking and all introductions

d) Both men and women should stand for handshaking and all introductions

Question 2

For easy reading, one's name badge should be worn:

a) On the left shoulder

b) On the right shoulder

c) On the left hip

d) Around one's neck

Question 3

When eating bread in a restaurant, you should:

a) Butter the whole piece of bread, pick it up, and eat one bite at a time.

b) Break off a bite-sized piece of bread and then butter and eat one bite at a time

Question 4

The best way to meet people at a business or social function is to:

a) Head for the bar or buffet immediately upon arrival

b) Introduce yourself to two people who are standing close and talking softly

c) Look confident, standing in the center of the room, and wait for someone to approach you

d) Introduce yourself to a person standing alone

e) Stick close to those you know very well and forget about the rest

Question 5

When making a business introduction, you should :

a) Wing it

b) Introduce the less important/junior person to the more important/senior person

c) Introduce the more important/senior person to the less important/senior person

d) Don't do anything. It is their responsibility to introduce themselves.

Question 6

When expressing thanks to someone who has given you a gift, you:

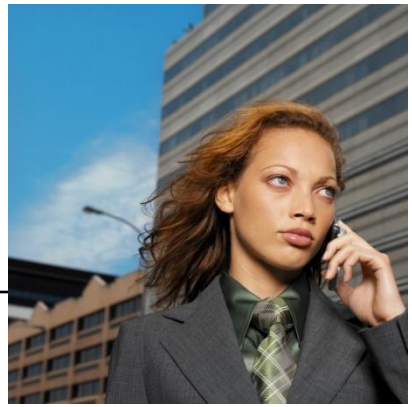
a) Send an email because it is faster and more efficient

b) Send a handwritten note within 48 hours

c) Pick up the phone and call within 72 hours

d) Consider a verbal thank you sufficient

Question 7



When you are dining with someone important and your cell phone rings, you:

a) Answer it within two rings and keep the call brief

b) Ignore it and pretend that someone else's phone is ringing

c) Apologize and turn the phone on silent mode. The person you're with takes priority.

d) Apologize, step away from the table, and take the call in the lobby or restroom.

Question 8

When you are dining in a restaurant and you accidentally drop your fork on the floor, you:

a) Pick it up, wipe it off, and use it anyway

b) Pick it up, give it to the server, and ask him to bring you another one

c) Leave it on the floor and ask the server to bring you another one

d) Leave it on the floor and use your neighbor's fork when he's not looking

Question 9

When seated at a round or rectangular table:

a) Remember, left to right, B-M-W: bread, meal, water

b) Remember left to right, D-D-R: drink, dinner plate, roll

c) It doesn't matter. There's enough water and bread to go around anyway.

Question 10

If you have a morsel of food lodged in your teeth and you want to remove it, you:

a) Take your knife when no one is looking and remove the morsel promptly with the blade

b) Raise your napkin to your mouth and discreetly use a sugar packet or your business card to remove the morsel

c) Politely ask your server for a toothpick

d) Excuse yourself and go to the restroom to pick your teeth in private

Question 11

When you are finished eating, your napkin should be

a) Folded loosely and placed on the right side of your plate

b) Folded loosely and placed on the left side of your plate

a) Folded loosely and placed on the center of your plate

d) Folded like a dove or pirate's hat and placed in the center of your chair

Question 12

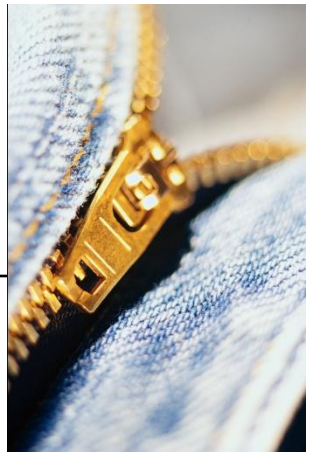
When two business people communicate, how far apart should they stand?

a) 1.5 feet

b) 3 feet

c) 7 feet

Question 13

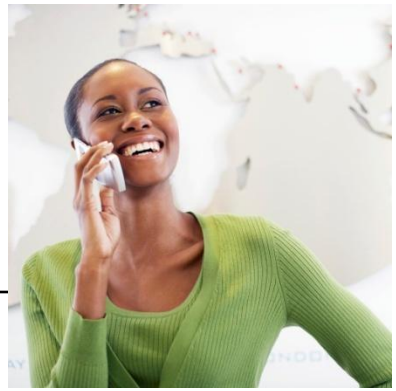


It is acceptable to tell a business colleague that his/her zipper is unzipped.

a) True

b) False

Question 14



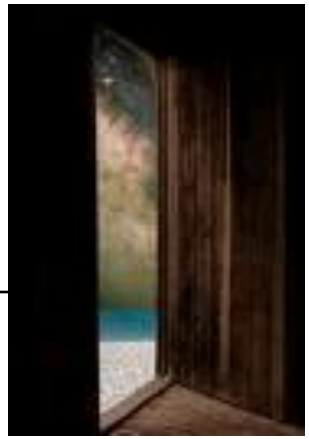
When answering a business phone, always answer

a) With a simple hello. It sounds more approachable and less pretentious.

b) With your name

c) With your name, department, title, and a greeting

Question 15



When you reach a doorway at the same time as another person, the following rules apply:

a) Whoever arrives first should open it and hold it for those who are following

b) Men should always open doors for women

c) Women should open doors for men to prove that they are no longer oppressed

d) Always open the door for someone of either sex if that person has his or her hands full

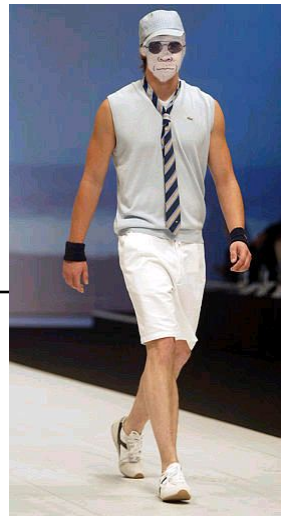
Question 16

When exiting an elevator and a more senior person is toward the back, always:

a) Step aside to let the more important person exit first

b) Exit first if you are closest to the door

Question 17



On "Casual Friday", which item(s) of clothing is (are) generally considered <u>in</u>appropriate?

a) Khaki slacks

✓ b) Sweat pants

✓ c) Baseball caps

d) Polo-type shirts

e) Loafers

✓ f) Flip flops

✓ g) Jeans

Question 18

You have just heard a coworker in the cubicle next to yours speak rudely to a client on the phone. You should:

a) Wait until the call is finished, then tell the person that their behavior is unacceptable

b) Tell your boss

c) Respect your coworker's privacy and refrain from commenting

Question 19

You have exchanged a couple of angry emails with a coworker who, in your opinion, is being unreasonable. It's getting out of hand. You should:

a) Stop the communication and let things cool off

b) Send one more blistering email, summarizing the situation and how upset you are with that person's behavior, and :cc the recipient's supervisor

c) Change the medium. Call the person on the telephone or go sit down face to face.

Real Interviewing Mistakes That You WILL NOT Make

- Not cutting the tags off your suit because you plan to return it.
- Canceling an interview or plant trip because you have homework or tests.
- Accepting a job offer, then turning it down later if you get a better offer or get in grad school.
- Accepting the first offer you receive "just to get it over with".

How To Introduce Yourself

- Stand up
- Look the person in the eye
- Extend your hand for a firm web-to-web handshake. Avoid:
  - Bone-crushing handshakes
  - "Wet fish" handshakes
  - Grabbing someone's fingers
- Say your name and something about yourself

"Hello, I'm John Smith. I work in Process Improvement over in Polymers Division."

Introductions

- Introduce the person of greatest importance or authority first ("Chancellor Oblinger, I'd like you to meet my mother, Faye Gardner")
- Gender or age is not the deciding factor.
- When a client is involved, mention him or her first.
- A proper business introduction should include first and last names.

Avoid Your Coworkers' Pet Peeves

- Or, how to avoid a reputation as the office slob, pest, or jerk

Cubicle Courtesies

- Avoid loud phone conversations, especially of a personal nature
- Do not wear strong perfume or cologne
- Do not eat smelly food (e.g. fish)
- Do not stand in front of someone's cubicle and carry on a conversation
- Do not walk into a cubicle when someone is on the phone (leave them a note or email instead)

Kitchen

- If you drink the last cup of coffee, make a new pot
- If you drink the last of the bottled water, put on a new container
- Do not leave your dirty coffee cups in the sink
- Do not eat other people’s food
- Do not leave your own food in the refrigerator for too long

Office Citizenship

- Put things back where they belong (stapler, hole punch, tape, etc.)
- Indicate a reorder if you use the last of anything
- Refill the paper tray in the copier if you empty it
- Learn how to unjam the copier
- Clear the copier settings after using

Office Citizenship

- Refill the gas tank of the company's car after using. Remove any fast food wrappers or cups.
- After using a conference room, clean up your papers, etc. Put the chairs back around the table and erase the white board.
- Do not leave dried up markers in the white board tray.
- Don't be a candy moocher.

Connecting With Others

- Learn everyone's names quickly and use them.
- Accept and initiate lunch invitations
- Recognize others' accomplishments
- Keep a filled candy jar on your desk
- Keep nice notecards and/or a variety of cards (sympathy, get well, new baby) and use them

Find Your Own Style

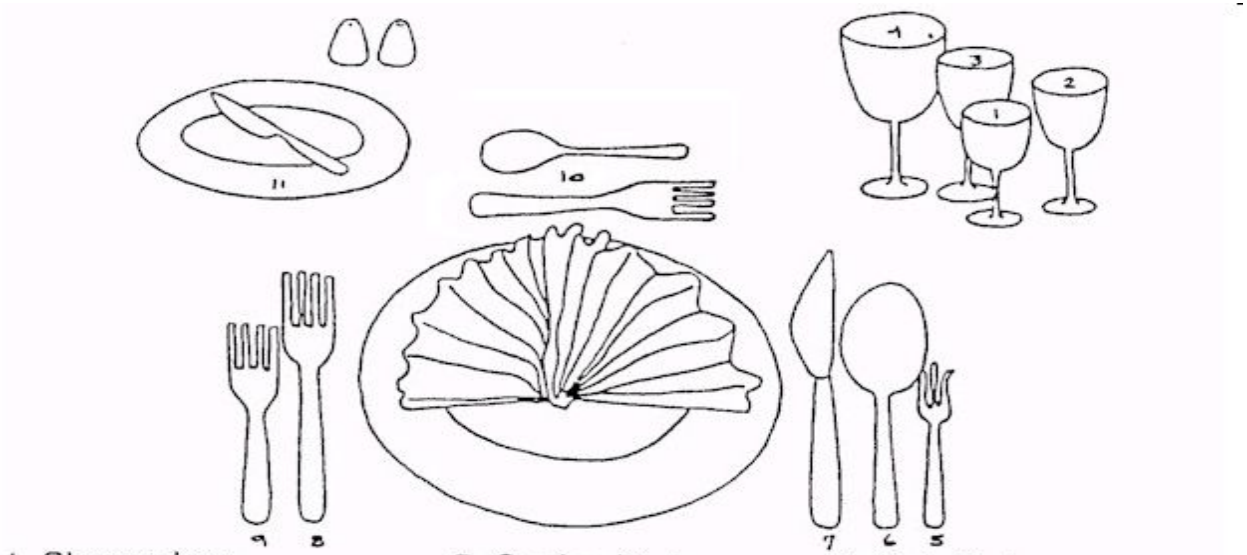
- Figure out what you're comfortable with and do it
- Don't try to be someone you're not
- Don't discount the importance of such gestures just because you're uncomfortable – find your own style and be authentic

Eating Out/Receptions

- It’s not about the food.
- It’s not about the beverages.

Restaurants

- Know how to use a standard table setting. Start with utensils on the outside and work your way "in".



Restaurants

- Don’t order an expensive entrée
- Don’t order anything crunchy or messy, or that you eat have to eat with your fingers
- Don’t put your elbows on the table, but you may rest your hands there

Restaurants

- Don’t start eating until your host or hostess does, or until everyone has been served
- Cut meat one piece at a time
- Rest silverware on your plate when speaking

Restaurants

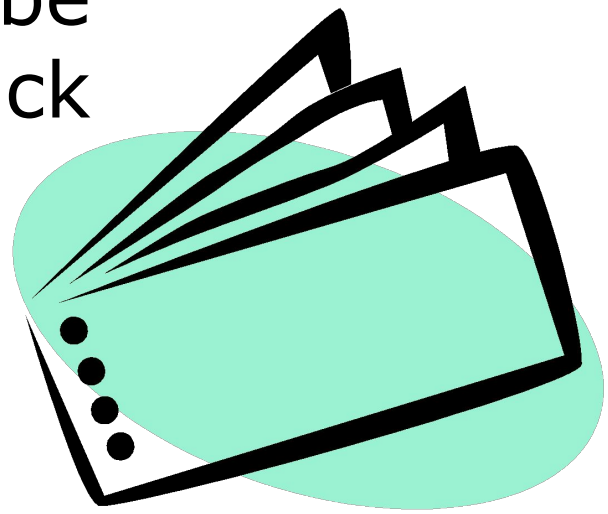
- Don’t bring your face down to the plate – bring your utensil up to you
- Don’t help yourself to an item you’ve been asked to pass until the person who requested it has served him or herself

Restaurants

- Pace yourself so that you finish about the same time as everyone else
- Limit or forego alcohol consumption
- Don’t push your dishes away to signal you have finished. When you’re done, put your utensils in a 4:00 position.

Summary

- Knowledge of social skills does not guarantee that all doors will open or guarantee achievement of personal and career goals
- It is likely that the door to many of these rooms will likely be closed for those who lack these skills
- Etiquette makes the workplace more enjoyable



Further Reading

- The Etiquette Edge: The Unspoken Rules for Business Success by Beverly Langford
- Business Class: Etiquette Essentials for Success at Work by Jacqueline Whitmore
- What Not To Do at Work by Linda Beam