



THE ESSENTIALS OF BUSINESS ETIQUETTE

ETIQUETTE ?

Etiquette is a code of behaviour that delineates expectations for social behaviour according to contemporary conventional norms within a society ,social class or groups.

Etiquette refers to guidelines which control the way a responsible individual should behave in the society.

Some of the common etiquette are:

- Social Etiquette
- Corporate Etiquette
- Interview Etiquette
- Business Etiquette



BUSINESS ETIQUETTE

Business Etiquette is a set of rules that govern the way people interact with one another in business, with customers, suppliers, with inside or outside bodies.

**Mannerism
in business**

kindness

**Courtesy (polite
behaviour)**

Assertiveness

**Making your
client satisfied**



IMPORTANCE OF BUSINESS ETIQUETTE

- **Builds Strong Relationships.**
- **Promotes Positive Atmosphere.**
- **Reflects Confidence.**
- **Prevents Misunderstandings.**
- **Resolve conflicts.**



TYPES OF BUSINESS ETIQUETTES

- **Telephonic Etiquettes.**
- **Dinning Etiquettes.**
- **Office Etiquettes.**
- **Meeting Etiquettes.**
- **Netiquettes.**



TELEPHONIC ETIQUETTES

Telephonic Etiquette refers to the principles of behaviour that one should use while having a business telephonic calls. Some of the rules which should be followed while talking with colleagues on telephone are:

- ✓ Keep conversation brief.
- ✓ Listen carefully.
- ✓ Do not interrupt.
- ✓ Never be impatient.
- ✓ Do not eat or chew something while speaking on phone.
- ✓ Close your conversation with an appropriate salutation.
- ✓ In case of missed calls , return the call within a reasonable period of time.
- ✓ If someone calls you by mistake, inform the caller politely that he reached a wrong number.



DINNING ETIQUETTES

Dinning Etiquette refers to the principles of behaviour that one should use while having a business meal with colleagues. Some of the rules which should be followed while dining with colleagues are:

- ✓ Wait to sit until host/hostess indicated the seating arrangement.
- ✓ Stand on the right side of your chair and enter from your left.
- ✓ Put your napkin in your lap.
- ✓ Decide on your menu selections quickly.
- ✓ Wait for all people to be served before beginning.
- ✓ Know which silverware to use with which food.
- ✓ Salt/pepper pass together.
- ✓ Generally pass food to the right.



OFFICE ETIQUETTES

Office Etiquette is a code that governs that expectations of social behaviour in a workplace .Some of the rules which should be utilised by office employees to show proper etiquette are:

- ✓ Show a healthy respect for colleagues experience and expertise.
- ✓ Leave your personal life at front door.
- ✓ Never go over the head supervisors, without letting him/her first.
- ✓ Be timely . Arrive to work and meetings on time. Complete work assignment on time.
- ✓ Adopt a can-do-attitude. Those who accept challenges and display creativity are valuable.
- ✓ Appear as professional as possible. Being well groomed and clean is essential. Dress your next job/ promotion.
- ✓ Be flexible. By remaining flexible and implementing change you gain a reputation as a cooperative employee.



MEETING ETIQUETTES

Meeting Etiquettes refers to the principles of behaviour that one should use while having a business meeting. Some of the rules which should be followed while attending a business meetings are:

HANDSHAKE

- Develop a comfortable handshake and keep it constant.
- Handshakes are vital in social situations.
- Handshakes should not be too hard or too soft.
- Make a solid connection of the web skin between the thumb and forefinger.



EYE CONTACT

- Eyes contact increases trust.
- It shows good and good interpersonal skill.
- Eye contact shows respect for the person and business situation.



NETIQUETTES

Netiquettes are the **correct** or **acceptable** of using the internet

Main netiquettes that should be followed in an organisation are:

- Email etiquette**
- Chatting etiquette**



EMAIL ETIQUETTES

Email etiquettes refers to the principles of behaviour that one should use when writing or answering email messages. Some of the rules which should be followed:

- Be concise and to the point.
- Use proper spelling, grammar & punctuation.
- Answer swiftly.
- Use a meaningful subject.
- Read the email before you sent it.
- Take care with abbreviations and emotions.
- Use active voice instead of passive voice.
- Make it personal. Avoid using Bcc and Cc unnecessarily.



CHATTING ETIQUETTES

Chatting etiquettes refers to the principle of behaviour that one should use while having an online chatting with colleagues, clients or boss. Some of the rules which should be followed while chatting online are:

- Create an identity.
- Language and tone.
- Be polite.
- Abbreviate with purpose.
- Don't stress about typos.
- Be caring and Empathetic.
- Set a positive tone.
- Use simple language with right grammar & spellings.
- Keep your conversation to the topic.
- Wrap up conversations with a positive note.



CONCLUSION

- ✓ A good business etiquette allows a business to put its best foot forward and can protect business owners and employees from internal and external conflicts by setting a high standard for behaviour by all.
- ✓ Good business etiquette is the recipe for advancing your career.
- ✓ Those who exemplify good business etiquette are proving that they respect their position, job, co-workers and take their performance seriously.

REFERENCE

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