

Business Etiquette

Career and Testing Center

Lamar University

Introductions

- Who should introduce you?
- Think in terms of order...
 - Rankings
 - Name title is important
 - Age
 - Spouses

Introductions

- Introduce yourself
 - First and Last Name
 - Do not include a title

Responses

- Always stand when being introduced-it's a sign of respect
- When introducing two people
 - Always know information about each of them
- Mistakes
 - Ask if they know each other
 - Don't hesitate to jump in quickly
 - It's okay to suggest others to introduce themselves

Let's Shake!

Handshakes

- Should go with the introduction
- Either party can initiate it
- Easy does it!
 - Firm but not aggressive
- Make eye contact
- A handshake should be initiated whenever, wherever

Handshakes

- Should go with the introduction
- Either party can initiate it
- Don't send the wrong message!
 - The Loose Lock-Soft, weak, and powerless
 - The Grip of Death-Strong, mean and angry
- Make eye contact
- A handshake should be initiated whenever, wherever

The Art of Networking

- Step in with confidence
- Utilize nametags
 - To the left according to corporate culture
- Remembering names takes practice
- Buffet line is not “All you can eat”
- Don’t monopolize a person’s time
- Mingling
 - Make it a point to meet at least five new people

Business Card Etiquette

- When to give your business card?
 - Give your business card when asked
 - Hand it over with thumbs facing up
 - Have it a c
- Exception
 - Career event or employment opportunity

Small Talk

- Safe Topics

- Books
- Movies
- Hobbies
- Travel
- Personal Traits

- Not so Safe Topics

- Money
- Politics
- Religion
- Divorce
- Gossip
- Family album!

E-mail Courtesy

- Never Skip the subject line
- Get to the point
 - Never use abbreviations (LOL, RE, POV), symbols or over punctuate!!!!
- No mass Mailings
- Use appropriate greetings and salutations
 - Do not use ALL CAPS. No one likes to get screamed at through e-mail

E-mail Courtesy

- Respond within 24 hours
- Privacy is not an option
 - Do not send anything you don't want someone to see.
- Don't use Reply to All
- Avoid Attachments
- Include a phone number and fax
- Use spell and grammar check

Voice-mail

- Avoid a lengthy personal greeting
- No background music
- Leave your name and number in the beginning
- Do not hang up

Cell Phone

- Identify yourself immediately
- Speakerphone
 - Don't use unless you ask the other person's permission prior to putting them on speaker.
- Call-waiting
- Turn your phone on vibrate if you must take it into a meeting, event or classroom

Texting Etiquette

- Do's
 - Wait for an appropriate time to text
 - Text to let someone know that you are running late
 - Text is like an e-mail- unintended eyes can see!
 - Be patient
 - Identify yourself when texting someone new
 - Use common sense

Texting Etiquette

- Don't
 - Text while in mid-conversation with your spouse, boss, pastor, child or anyone else for that matter
 - Text during any focused occasion
 - Text during a job interview
 - Text while you are driving
 - Ramble
 - Use texting as a substitute for real conversations
 - Cancel an appointment over a text.

“Appearance is your most powerful business card”

Attire-Do's

Woman

- Suits skirts/pants
- Trousers
- Black dress
- Sweater sets
- Nice blouses
- Flat and mid-heel shoes

Men

- Suits-black, grey, pinstripe
- Solid dress shirts
- Tie
- Trousers
- cuff links
- Lace up shoes
- Belts-black, brown

Attire-Don't

Woman

- Capri pants
- Lacy skirts or tops
- Tank tops
- Heavy perfume
- Noisy jewelry
- Short skirts
- Strappy sandals

Men

- Pattern shirts
- Cartoon character ties on tie
- Dirty shoes
- Not matching!
- Too much jewelry

ABC's of Office/Class Manners

- Be on time
- Don't take what is not yours
- Don't talk during class, sessions, or presentations
- Act respectfully
- Use your time wisely
- Keep your hands to yourself
- No chewing gum
- No name-dropping
- Say "Thank you." A smile is not enough
- Speak with purpose!

Questions/Comments?