Business Etiquette

1st Impression is made within the first 5 seconds
Based on appearance & how you present yourself
Need to show confidence
Eye contact shows your full attention

Introductions

Always introduce yourself & say name slowly
Always attempt to introduce 2 strangers
"Important" person first; business client first
Socially - woman or older person first - business is gender neutral
Give a little information about the person, helps to start conversation
Stand for an introduction
Don't embarrass someone - "we've already met"
Shake hands & look pleasant - "It's nice to meet you, name."
Disabilities - still make physical contact
Handshake - web to web, firm, face them, square your shoulders, name tag on right

Conversation Skills

Ask questions that cannot be answered with a yes, no, or single word
Don't just give a simple answer, provide some information

Do's and Don'ts

Think before speaking
Look at the person
Share conversation with others
Note body language
Be aware of people's reaction to you
Have something "safe" to talk about
Don't finish another's sentence or story
Don't correct someone in front of others
Don't set somebody up (with a loaded question)

Compliments

Be sincere
Best compliments are about character, not appearance
Everyone likes to be appreciated
Receive a compliment graciously - say "Thank you", don't disagree

Apologies

Just say you are sorry, don't give excuses or justifications
Interview

Be on time or early
No Gum or Candy

Dress

Men: always wear a tie, sometimes a jacket
Socks, no sandals or athletic shoes
Give a professional impression
Women: always wear hose and sleeves, professional shoes
Look to management for guidelines, but always look professional
Be careful of casual day

Skills

Sometimes they may ask questions to see how you react
Be prepared for the interview
What's your weakness, strength? Why should I hire you?
How could you help my company?
Always write a Thank You note for the interview!

Eating Out

Interview, "new employee" lunch, or business lunch
Dress: Unless otherwise specified, play it safe - suit, conservative dress
Conversation: Read the morning paper, company newsletter
Don't be argumentative, interrupt, answer direct questions
Only speak if you have something to say
Eating: Napkin on lap once you sit down
Alcohol? Never be the first to order; if yes, ONLY one
Your bread plate is the one to the left; put butter on plate; butter bread in small pieces
Ordering: Order from middle price range;
Don't order items difficult to eat (ribs, fish with bones...)
You may ask for suggestions "What would you recommend?"
Silverware: Work from outside in - salad fork, dinner fork
Dessert silver is often at top of plate
If very unsure, delay and watch others
If they ask about dietary preferences, tell them, but don't make a fuss.
Manners!!! Remember all the things your mother tried to teach you!
Close your mouth when you chew. Don't talk with food in your mouth
Elbows off the table. Don't pick your teeth. Sit up straight.
Eat at the same pace as the others.
After the meal: Always thank your host.
If an interview, send a thank you note.

Miscellaneous

Employers may GOOGLE you before an interview