

## **BUSINESS ETIQUETTES**

### **1.1 BUSINESS ETIQUETTES**

Business etiquettes refers to the set of professional behaviours, manners and practices that are expected in the workplace or during business interactions. It guides how individuals communicate, behave and present themselves in professional settings to create a positive impression, build trust and maintain respectful relationships. Business etiquettes includes aspects such as proper communication, punctuality, dressing appropriately, respecting others opinions, using polite language, maintaining professional body language and understanding cultural differences in international business. Following good business etiquette helps in establishing credibility, fostering teamwork, improving professional relationships, and enhancing overall organizational reputation.

### **1.2 OBJECTIVES OF BUSINESS ETIQUETTES**

- Foster respectful relationships
- Improve communication
- Enhance workplace harmony
- Build trust and credibility
- Ensure cultural sensitivity
- Promote career growth
- Strengthen organizational reputation

### **1.3 GENERAL BUSINESS ETIQUETTES**

- **Punctuality:** Always arrive on time for meetings, appointments and deadlines.
- **Professional Appearance:** Dress appropriately according to workplace norms.
- **Polite Communication:** Use respectful language, greet people courteously, and listen actively.
- **Proper Email and Phone Etiquette:** Write clear, concise emails and answer calls politely.
- **Respect Personal Space:** Maintain appropriate physical and social boundaries.

- **Proper Body Language:** Maintain eye contact, offer a firm handshake, and stand/sit confidently.
- **Courtesy in Meetings:** Do not interrupt, participate actively and follow the agenda.
- **Networking Manners:** Introduce oneself politely, exchange business cards properly, and show interest in others.
- **Confidentiality:** Respect private information and avoid gossip.
- **Cultural Awareness:** Be sensitive to cultural differences in international or diverse workplaces.

## 1.4 BUSINESS MEETING ETIQUETTES

- Be punctual
- Come prepared
- Dress professionally
- Greet everyone politely
- Follow the agenda
- Listen actively
- Speak clearly and concisely
- Maintain proper body language
- Respect time limits
- Follow up after the meeting

## 1.5 BUSINESS PHONE ETIQUETTES

- **Answer Calls Promptly and Professionally:** Always pick up calls within a few rings and avoid letting them go to voicemail unnecessarily. A prompt response shows respect for the caller's time.
- **Greet Politely and Introduce Yourself:** Start the conversation with a polite greeting and clearly state your name and organization to set a professional tone.
- **Speak Clearly and with a Friendly Tone:** Use a calm, clear voice and friendly tone to convey professionalism and approachability. Avoid mumbling or speaking too fast.
- **Listen Actively:** Pay attention to the caller, avoid interrupting and acknowledge points to show understanding. Active listening ensures effective communication.

- **Keep Conversations Concise and Focused:** Stick to the purpose of the call, avoiding unnecessary small talk or digressions.
- **Avoid Using Speakerphone in Public Spaces:** Use a private or quiet area to prevent distractions and maintain confidentiality.
- **Take Notes During the Call:** Jot down important points, action items, or deadlines to ensure follow-up and avoid misunderstandings.
- **End the Call Courteously:** Summarize key points, thank the caller and say goodbye politely to conclude the conversation professionally.
- **Follow Up if Required:** Send a confirming email, message or report as necessary to reinforce the discussion and next steps.
- **Respect the Caller's Time and Schedule:** Be mindful of the time of day and keep the call as brief as possible while achieving its purpose.

## 1.6 BUSINESS EMAIL ETIQUETTES

- **Use a Professional Email Address:** Always use an official or professional email ID, ideally with your name or company domain, avoiding casual or personal nicknames.
- **Have a Clear Subject Line:** The subject should summarize the purpose of the email so the recipient knows its importance at a glance.
- **Start with a Proper Greeting:** Use polite and professional greetings such as “Dear [Name],” or “Hello [Name],” depending on the level of formality.
- **Be Concise and Clear:** Keep the message brief, structured, and to the point, avoiding unnecessary details or long paragraphs.
- **Use Professional Language:** Avoid informal language; maintain a polite and respectful tone.
- **Organize Content Properly:** Use paragraphs, bullet points, or numbering to make the email easy to read.
- **Proofread Before Sending:** Check for spelling, grammar, and punctuation errors to maintain professionalism.
- **Use Proper Sign-Offs:** End with appropriate closings like “Regards,” “Sincerely,” or “Best wishes,” followed by your name and contact information.
- **Reply Promptly:** Respond to emails in a timely manner, ideally within 24–48 hours.

- **Respect Confidentiality:** Do not share private or sensitive information unless necessary and authorized.

## 1.7 BUSINESS LUNCH AND DINNER ETIQUETTES

- **Punctuality:** Arriving on time is essential to show respect for the host and other guests. Being late can create a negative impression, so it's best to arrive a few minutes early.
- **Dress Appropriately:** Attire should reflect the formality of the event or restaurant. For formal dinners, business suits or professional dresses are appropriate, while business casual may be acceptable for lunches. Grooming should always be neat and professional.
- **Polite Greetings:** Greet the host and other attendees warmly, with a handshake, smile, or courteous verbal greeting. First impressions matter, and a polite greeting sets a positive tone for the meal.
- **Wait to Be Seated:** Allow the host to indicate seating arrangements. Avoid choosing a seat on your own, as proper seating etiquette reflects respect for the host.
- **Table Manners:** Use cutlery correctly, place the napkin on the lap and chew with your mouth closed. Avoid talking with food in your mouth, slouching or making loud noises while eating.
- **Order Considerately:** Choose meals that are easy to eat and avoid dishes that are messy or require complicated handling. If unsure, observe what others order or politely ask for suggestions.
- **Moderate Alcohol Consumption:** If alcohol is served, drink in moderation. Excessive drinking can damage professionalism and may create an uncomfortable environment.
- **Engage in Pleasant Conversation:** Maintain professional and courteous discussion topics. Avoid controversial subjects such as politics, religion, or personal conflicts. Show interest in others' views while keeping the conversation polite and inclusive.
- **Follow the Host's Lead:** Let the host guide the pace of the meal, including when to start eating, make toasts, or order additional courses. This demonstrates respect for their role and planning.
- **Express Gratitude:** Thank the host during and after the meal. Sending a follow-up message or note expressing appreciation reinforces politeness and strengthens professional relationships.

- **Mind Small Courtesies:** Simple acts like passing items politely, not interrupting others, keeping mobile phones silent, and respecting personal space contribute to a positive impression.

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