



Business Etiquette

GLOBAL COURSEWARE

Getting Started

Success in any industry relies on relationships, whether with co-workers, clients, suppliers, or investors.

When you're well-mannered and considerate, you create engaging, productive, and long term business relationships.

Workshop Objectives



- Understand the guidelines to making effective introductions
- Identify the 3 C's of a good impression
- Understand how to use a business card effectively
- Identify and practice at least one way to remember names
- Identify the 3 steps to handshaking



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Good manners can open doors that the best education cannot.

Clarence Thomas

MODULE TWO

Understanding Etiquette

Before we look at etiquette rules across multiple business-related scenarios, it's best to explain what etiquette means, and how it can improve a company or an organization's bottom line.



Etiquette Defined

Etiquette covers most aspects of social interactions, including self-presentation, communication, courtesy, and hospitality.

The Importance of Business Etiquette

- Branding
- Customer Care
- Employee Engagement
- Team Synergy



Practical Illustration



- Etiquette Defined
- The Importance of Business Etiquette

Module Two: Review Questions

1. Which of the following is the definition of business etiquette:

A. Business etiquette is group of informal rules of general behavior

B. Business etiquette is a group of conventional rules of polite behavior

C. Business etiquette is a group of informal rules of polite behavior

D. Business etiquette is a group of non-conventional rules of behavior

Module Two: Review Questions

2. Which of the following IS NOT something that business etiquette covers?

A. Courtesy

B. Hospitality

C. Self – presentation

D. Self – confidence

Module Two: Review Questions

3. Which of the following IS NOT an area covered by the business etiquette?

A. Employee engagement

B. Team synergy

C. Reconciling the feuded team members

D. Customer care

Module Two: Review Questions

4. Which of the following is one of the areas covered by the business etiquette?

A. Product placement

B. Product design

C. Branding

D. Advertising

Module Two: Review Questions

5. Etiquette is the guideline to the behavior befitting good manners while _____.

A. At work

B. At a meeting

C. At a business luncheon

D. All of the above

Module Two: Review Questions

6. The rules of etiquette show sensitivity to the needs and feelings of _____.

A. Your co-workers

B. Your customers

C. Your boss

D. All of the above

Module Two: Review Questions

7. Business etiquette is quite straight forward.

A. True

B. False

Module Two: Review Questions

8. As far as branding is concerned, it's up to the head of the company to set the standards.

A. True

B. False

Module Two: Review Questions

9. Good manners will help establish smooth working relationships within a team, which contributes to greater _____.

A. Productivity

B. Friendships

C. A and B

D. Neither A nor B

Module Two: Review Questions

10. Good manners will help improve _____ between employees and team members.

A. Morale

B. Confidence

C. A and B

D. Neither A nor B

A night landscape featuring a starry sky with a prominent constellation, dark mountain peaks, and a calm lake in the foreground. The scene is illuminated by a soft blue light, likely from the moon or a distant light source.

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You've only got one chance to make a good first impression!

Anonymous

MODULE THREE

Networking for Success

When you're networking, it is important to make the most of the first meeting.



Creating an Effective Introduction

- Take note of the pecking order
- Introduce strangers first
- Mind titles

Making a Great First Impression

- Confidence
- Competence
- Credibility





Minimizing Nervousness

Be informed

Practice!
Practice!
Practice!

Learn
relaxation
techniques

Identify your
triggers

Using Business Cards Effectively

Professional-looking business cards send the message that you're professional.





Remembering Names

Repeat

Use mental imagery

Put it on paper

Be genuinely interested

Practical Illustration



- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

Module Three: Review Questions

1. Which of the following IS NOT recommended as a part of an effective introduction?

A. Projecting warmth and confidence

B. Stating your position in the company

C. Repeating the other person's name after the introduction

D. Doing something memorable, e.g. making a certain gesture

Module Three: Review Questions

2. In business, introductions are usually made based on:

A. A person's seniority

B. A person's seniority in a company

C. Alphabetical order

D. It is usually random

Module Three: Review Questions

3. For making a great first impression, you should avoid:

A. Asking questions

B. Making eye contact

C. Using technical jargon

D. Having a relaxed posture

Module Three: Review Questions

4. The three C's for making a good impression stand for:

A. Confidence, Contrasting, Care

B. Confidence, Competence,
Credibility

C. Confidence, Contrasting,
Credibility

D. Confidence, Competence, Care

Module Three: Review Questions

5. Which of the following IS NOT a method of minimizing the nervousness?

A. Visualizing

B. Self-talk

C. Being informed

D. Being domineering

Module Three: Review Questions

6. When it comes to the nervousness triggers, we should:

A. Ignore them

B. Suppress them

C. Identify them

D. None of the above

Module Three: Review Questions

7. When should you have your business cards with you?

A. When you are at work

B. When you are at work and when you are somewhere business related

C. All the time

D. When you remember to bring them – there's no rule

Module Three: Review Questions

8. Which of the following statements is true?

A. You should give your card to the senior executives as often as you can, so you could get opportunities for a promotion

B. You shouldn't give your card to the senior executives, unless they ask for one

C. Giving a card to the senior executives is the same as giving it to anyone else

D. There are no rules or limitations when it comes to giving the cards to the senior executives

Module Three: Review Questions

9. Which of the following IS NOT among the common ways of remembering a name?

A. Using mental imagery

B. Being genuinely interested

C. Using name in a creative sentence

D. All of the above are good ways of remembering a name

Module Three: Review Questions

10. Which of the following statements IS NOT true?

A. Remembering names is a skill

B. Remembering names can be improved

C. If you have troubles remembering a name, it's practically impossible to change it

D. None of the above



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Ideal conversation must be an exchange of thought, and not, as many of those who worry about their shortcomings believe, an eloquent exhibition of wit or oratory.

Emily Post

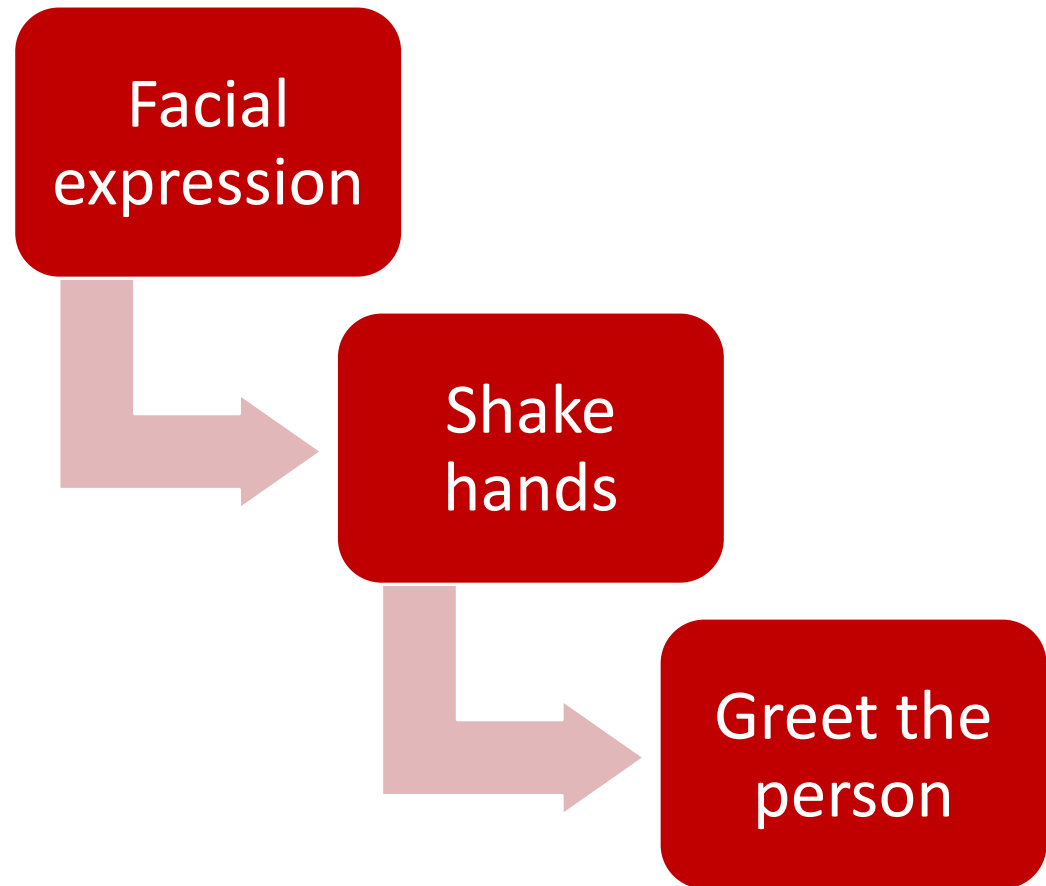
MODULE FOUR

The Meet and Greet

An introduction is almost always accompanied by a handshake and conversation.



The Three-Step Process



The Four Levels of Conversation

- Small Talk
- Fact Disclosure
- Viewpoints and Opinions
- Personal Feelings





Sample Conversation

Small talk

Fact disclosure

Viewpoints and opinions

Personal feelings

Practical Illustration



- The Three-Step Process
- The Four Levels of Conversation
- Sample Conversation

Module Four: Review Questions

1. Which of the following IS NOT a part of the three-step process of handshaking?

A. Facial expression

B. Greeting the person

C. Friendly tapping on the shoulder

D. All of the above are a part of the process

Module Four: Review Questions

2. A good handshake should be:

A. Lax

B. Tight

C. In between

D. It doesn't matter

Module Four: Review Questions

3. The 'small talk' stage implies:

A. Telling some facts about you,
such as your job or interests

B. Exchange of pleasantries

C. Exchange of the opinions

D. Sharing viewpoints

Module Four: Review Questions

4. Which stage is the hardest to get to?

A. Small talk

B. Fact disclosure

C. Viewpoints and opinions

D. Personal feelings

Module Four: Review Questions

5. In the Sample Conversation, Patrick and Mindy start their conversation with:

A. Small talk

B. Fact disclosure

C. Mix of those two stage

D. Undefined stage

Module Four: Review Questions

6. Decide the stage of Mindy's line: "In fact when I heard that we were going again, I was a bit annoyed."

A. Fact disclosure

B. Viewpoints and opinions

C. Personal feelings

D. Small talk

Module Four: Review Questions

7. For most occasions, _____ pump(s) of the hand are appropriate.

A. 1-2

B. 2-3

C. 4-5

D. 1

Module Four: Review Questions

8. _____ handshakes can make some people feel uncomfortable.

A. Firm

B. Lax

C. Longer

D. Short

Module Four: Review Questions

9. The real art of conversation is _____.

A. Saying the right thing at the right time

B. Not saying the wrong thing at an inopportune time

C. A and B

D. Neither A nor B

Module Four: Review Questions

10. The “Fact Disclosure” stage is also known as the “Getting to Know You” stage.

A. True

B. False



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Whoever one is, and wherever one is, one is always in the wrong if one is rude.

Maurice Baring

MODULE FIVE

The Dining in Style

Meals make for a more casual atmosphere compared to offices, and are therefore more conducive to a relaxed discussion.



Understanding Your Place Setting

- Solids on the left, liquids on the right.
- Forks are on the left, knives, and spoons on the right side of the plate.
- Work your way inwards with the utensils.

Using Your Napkin

If you need to use your napkin to clean something on your lips, just dab it lightly.





Eating Your Meal

- Don't talk with your mouth full. Chew quietly. Don't slurp your liquids.
- Don't apply make-up or comb your hair while dining.
- Don't pick your teeth at the table.

Sticky Situations and Possible Solutions

If you cannot eat a certain type of food or have some special needs, tell your host several days before the dinner party.



Practical Illustration



- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions

Module Five: Review Questions

1. What kind of atmosphere do business meals offer, compared to the office?

A. More private

B. More casual

C. More official

D. More tense

Module Five: Review Questions

2. Which of the following statements IS NOT true?

A. Solids are on the left, liquids are on the right

B. Forks are on the right, knives and spoons are on the left of the plate

C. Place settings differ depending on the menu and the formality of the dining event

D. The oyster fork is always placed on right

Module Five: Review Questions

3. When do you unfold your napkin and place it on your lap?

A. When you sit

B. When everyone is seated

C. When you start eating a meal
which can cause you a mess

D. Whenever you want, there is no
special rule

Module Five: Review Questions

4. Which of the following statements IS NOT true?

A. If you leave the table during a dinner, you need to place your napkin on the table

B. When you are finished dining, you should place your napkin neatly on the table to the left side of the plate

C. If you drop your napkin on the floor, you should discreetly ask the waiter or host for another one

D. Your napkin should remain on your lap throughout the entire meal

Module Five: Review Questions

5. When it comes to business, you:

A. Shouldn't talk about it during the meal under any circumstances

B. Shouldn't talk about it, unless the senior members want to do so

C. Should talk about it, because that is the purpose of a business meal

D. Can talk about it if you want, there are no rules or restrictions

Module Five: Review Questions

6. Which of the following IS NOT considered rude during the meal?

A. Picking your teeth

B. Applying make-up

C. Combing your hair

D. Keeping your elbows off the table

Module Five: Review Questions

7. What is the best solution to the following sticky situation:
A colleague is using the wrong utensil.

A. You correct your colleague

B. You try to indicate it to your
colleague through a joke

C. You try to let your colleague know it
by using the right one yourself

D. You ignore it

Module Five: Review Questions

8. What is the best solution to the following sticky situation: You have put something in your mouth that doesn't agree with you.

A. You swallow it no matter what

B. You spit it in your spoon and put it on the edge of your plate

C. You go to the bathroom and get rid of it there

D. You ask the waiter for a napkin, discretely spit the food and place the napkin under a side of your plate

Module Five: Review Questions

9. Place settings differ depending on the menu and the formality of the dining event.

A. The menu

B. The formality of the event

C. A and B

D. Neither A nor B

Module Five: Review Questions

10. Plates are always on the right, while glasses are on the left.

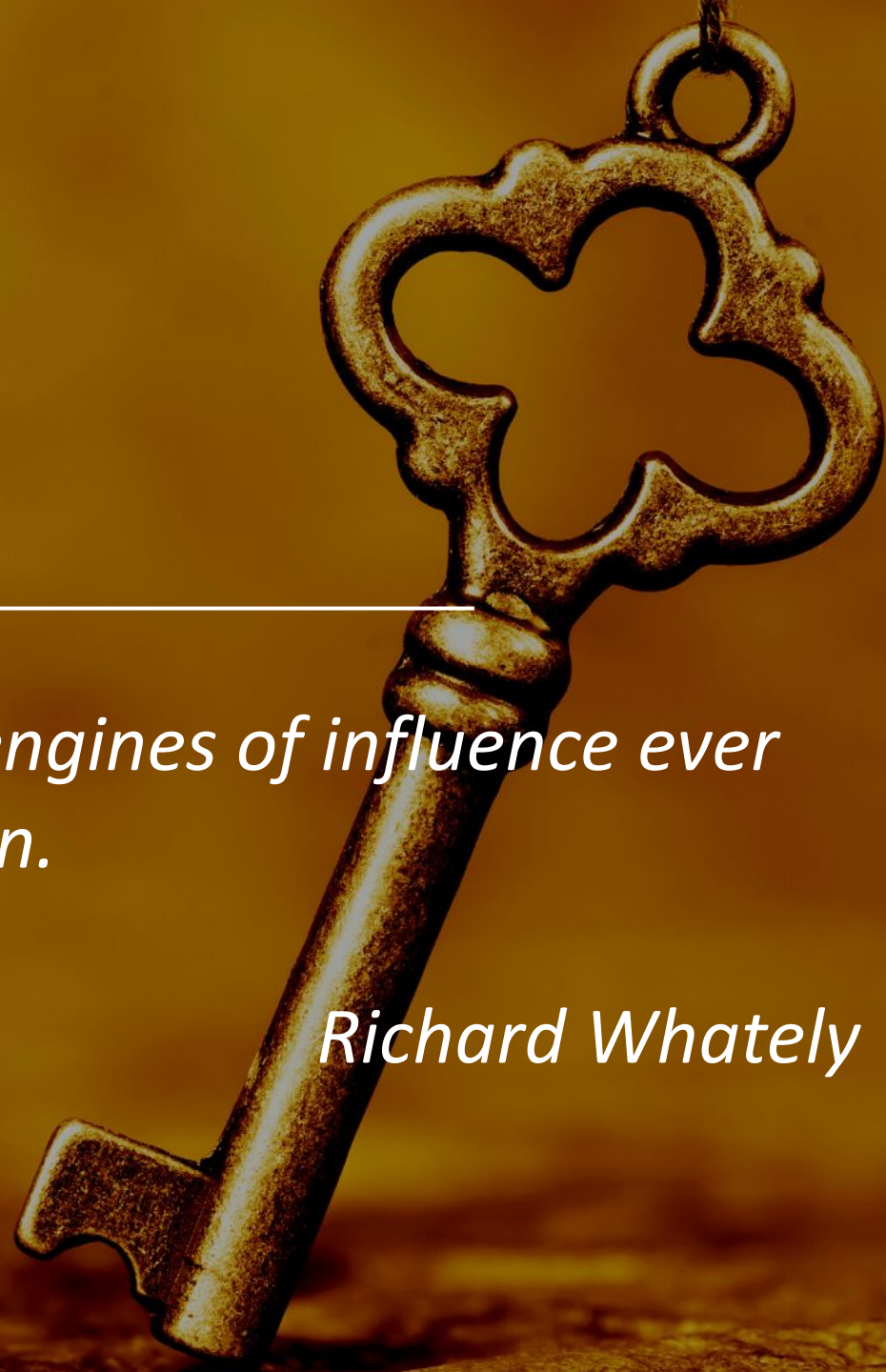
A. True

B. False

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*Manners are one of the greatest engines of influence ever
given to man.*

Richard Whately



MODULE SIX

Eating Out

In this module, we will look at basic courtesies to be observed while eating out, including guidelines to ordering in a restaurant, intake of alcohol during a business meeting, paying the bill and tipping.



Ordering in a Restaurant

When in doubt, follow the lead of the host. If they give an indication for you to do that, then order that.

About Alcoholic Beverages

If uncertain on how alcohol will be handled, take a cue from others at your table.





Paying the Bill

Put the check *face down* on the tray in a folder with your card or money underneath.

Tipping

Keep the tip between you and the staff. There is no need to flaunt how much you gave.



Practical Illustration



- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Module Six: Review Questions

1. What do you do if your associate seems indecisive at a restaurant?

A. You ask the waiter to bring the most expensive dish

B. You order instead of your associate

C. You offer your associate a recommendation

D. You should not do anything

Module Six: Review Questions

2. When it comes to the expensive dishes, you:

A. Should order the most expensive dish to make a good impression

B. Should not order the most expensive dish

C. Should not order the most expensive dish unless your host gives you an indication to do so

D. Should not bother with the price and make an order based on your taste

Module Six: Review Questions

3. When it comes to business meetings and meals, alcohol is generally:

A. Forbidden

B. Not recommended

C. Recommended in smaller doses

D. Recommended for making a casual atmosphere

Module Six: Review Questions

4. Dinners are traditionally accompanied by:

A. Wine

B. Beer

C. Champagne

D. Cocktails

Module Six: Review Questions

5. Which of the following statements IS NOT true?

A. The host usually pays the bill

B. If you are invited to discuss something that would profit you, it's good form to at least offer to pay the bill

C. If a client wants to pay the bill, you should be persistent and counter until the client gives up

D. If you're the one who invited the guests, then it is assumed that you would be the one picking up the tab

Module Six: Review Questions

6. When you are the one who pays the bill, you should not:

A. Arrange to pick the check on your way out

B. Arrange to have the check sent to your office

C. Call the waiter to bring the check to your table

D. Leave your credit card with the restaurant, and request that the server add the tip to the meal

Module Six: Review Questions

7. When it comes to the tips; the standard for excellent service is:

A. 20%

B. 15%

C. 12%

D. 10%

Module Six: Review Questions

8. When it comes to the tips in a self-service or buffet style restaurant, a standard tip is:

A. 5 – 10%

B. 10 – 12%

C. 12 – 15%

D. 15 – 20%

Module Six: Review Questions

9. If you are unsure about an item on the menu, you should:

A. Forget about it and not bother the wait staff by asking annoying questions

B. Ask any questions you may have

C. Ask the table beside you

D. None of the above

Module Six: Review Questions

10. Why should you refrain from ordering alcohol at a business meeting?

A. It's offensive

B. It lowers your inhibitions

C. A and B

D. Neither A nor B



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*Almost overnight the Internet's gone from a technical wonder
to a business must.*

Bill Gates Schrader

MODULE SEVEN

Business Email Etiquette

Email is a convenient and effective medium used to conduct business communication.



Addressing Your Message

Using the 'To' field



Using the 'Cc' field



Using the "Bcc"
field

Grammar and Acronyms

It's best to remember that business emails require the same formality as any business letter.





Top 5 Technology Tips

- 1 Medium is the message
- 2 Always re-read your letters
- 3 Think security

Practical Illustration



- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

Module Seven: Review Questions

1. The 'Cc' field is used:

A. For direct recipients of messages where email address privacy is not an issue

B. For non-direct recipients of messages where email address privacy is not an issue

C. To send messages to multiple recipients without disclosing recipient's email address to one another

D. Universally, for any type of emails

Module Seven: Review Questions

2. What does the 'Bcc' stand for?

A. Blind carbon copy

B. Balanced carbon copy

C. Back carbon copy

D. Basic carbon copy

Module Seven: Review Questions

3. Which of the following statements is true?

A. Business emails don't have to be too formal

B. Business emails are as formal as any business letter

C. Business emails can contain acronyms

D. Business emails can contain acronyms only if they are clear

Module Seven: Review Questions

4. In emails, all caps give an impression that:

A. The content is very important

B. You are in a hurry

C. You are shouting

D. You are not a professional

Module Seven: Review Questions

5. Why is sending emails with good organized structure important?

A. Because it demonstrates your professionalism

B. Because it proves your email writing skills

C. Because it is a formality

D. Because it shows consideration for the recipient

Module Seven: Review Questions

6. When it comes to sending emails in late hours, you should:

A. Send it, because it doesn't disturb anyone

B. Definitely forget about it

C. Ask yourself if that email is really necessary

D. There is no rule about this

Module Seven: Review Questions

7. _____are/ is a convenient and effective medium used to conduct business communication.

A. Letter writing

B. Email

C. Texting

D. Meetings

Module Seven: Review Questions

8. The use of the 'Bcc' field is most appropriate:

A. When you don't want to disturb anyone

B. When recipients prefer not to have their email addresses released

C. When that email is really necessary

D. None of the above

Module Seven: Review Questions

9. Always follow the rules of _____.

A. Your office

B. Letter writing

C. Good grammar

D. None of the above

Module Seven: Review Questions

10. Do not assume _____ when communicating online.

A. Privacy

B. Good grammar

C. Necessity

D. Rules



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An unbelievable number of client interactions start with a phone call.

David Gerson

MODULE EIGHT

Phone Etiquette

Particularly, we will discuss how to develop an appropriate greeting, how to deal with voicemail, and cell phone do's and don'ts.



Developing an Appropriate Greeting

Say your
greeting

Identify
yourself
and the
company

Inquire
how you
might be of
assistance

Dealing With Voicemail

- State your name, affiliation and phone number.
- State your reason for calling.
- State any action plan or action required on your message.





Cell Phone Do's and Don'ts

Keep business calls within business hours. Just because it's a cell phone doesn't mean that you can call anytime.

Practical Illustration



- Developing an Appropriate Greeting
- Dealing With Voicemail
- Cell Phone Do's and Don'ts

Module Eight: Review Questions

1. Business telephone calls should always be answered with:

A. A friendly phrase like “Hi” or “Hello”

B. A phrase like “Good day” or “Good morning”

C. A simple and cold phrase like “Yes?”

D. Any phrase that naturally comes your way

Module Eight: Review Questions

2. Before you answer the phone, it is recommended to:

A. Smile

B. Take a deep breath

C. Wait for the phone to ring
several times

D. None of the above

Module Eight: Review Questions

3. When it comes to leaving a voicemail message, you don't have to:

A. State your name, affiliation and phone number

B. State your reasons of calling

C. State any action plan or action required on your message

D. State the details of the intended conversation

Module Eight: Review Questions

4. Which of the following is not a necessary part of your personal voicemail greeting?

A. Your name

B. Your department

C. Your company name

D. Your supervisor

Module Eight: Review Questions

5. Which of the following is not considered rude?

A. Taking private phone calls during meetings

B. Taking urgent phone calls during meetings

C. Talking on the phone in a public place

D. Talking on the phone where silence is imperative

Module Eight: Review Questions

6. Which of the following statements is true?

A. Business calls should be kept within business hours

B. Business calls can be taken anytime

C. Business calls can be taken after the business hours, but not in the late hours

D. There is no rule when it comes to the business conversations by cell phones

Module Eight: Review Questions

7. Which of the following statements is true?

A. Check your messages once a day

B. Check messages as soon as they come in

C. Check messages on Monday morning

D. There is no rule when it comes to answering messages

Module Eight: Review Questions

8. Which of the following statements is not true?

A. It is best to answer calls at least 10 feet away from the next person

B. Never talk in intimate settings or places where silence is imperative

C. It is important to keep business calls within business hours

D. You can always take calls in the middle of a business meeting or a conversation with another person

Module Eight: Review Questions

9. Which of the following is considered an inappropriate place to take a call?

A. Restaurant

B. Cemetery

C. Theater

D. All of the above

Module Eight: Review Questions

10. It is considered more professional to hire someone to record your personal greeting.

A. True

B. False



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*The art of art, the glory of expression and the sunshine of the
light of letters, is simplicity.*

Walt Whitman

MODULE NINE

The Written Letter

Even in written communication, appropriate tone, content and format must be observed.



Thank You Notes

- Your thanks
- What you're thanking them for
- What their gesture, gift, or action meant to you or the company

Formal Letters

- Stationary
- Content
- Lay-out on page
- Tone





Informal Letters

An informal business letter is a shorter and more straight-forward version of a formal letter.

Practical Illustration



- Thank You Notes
- Formal Letters
- Informal Letters

Module Nine: Review Questions

1. What does the formality of your thank you note depend on?

A. The company rules

B. Your level of knowledge about writing such contents

C. Your relationship with the person you're sending the note to

D. The occasion

Module Nine: Review Questions

2. Besides your thanks and what are you thanking them for, your thank you note needs to contain:

A. How are you going to repay

B. A promise that you will repay
one day

C. What their gesture, gift, or action
meant to you or the company

D. None of the above

Module Nine: Review Questions

3. You don't have to write in formal style when:

A. The letter doesn't contain crucial matters

B. You have already established a relationship with the person you're writing to

C. The letter contains an invitation

D. You always have to use formal style for business letters

Module Nine: Review Questions

4. What is usually above the name and signature of the sender?

A. Letter body

B. Post Scriptum

C. Formal closing

D. None of the above

Module Nine: Review Questions

5. Which of the following statements IS NOT true?

A. An informal business letter is shorter than formal

B. An informal business letter is more straight-forward than formal

C. Standard rules on grammar and spelling correctness still apply in informal letters, but with certain flexibilities

D. Informal letters still must contain a formal opening and closing

Module Nine: Review Questions

6. The tone of an informal letter is:

A. More technical than the tone of the formal letter

B. More conversational than the tone of the formal letter

C. More informative than the tone of the formal letter

D. Pretty much the same as the tone of the formal letter

Module Nine: Review Questions

7. Even in _____, appropriate tone, content and format must be observed.

A. Conversation

B. Written communication

C. Casual communication

D. None of the above

Module Nine: Review Questions

8. Expressing _____ is always a good idea.

A. Frustration

B. Appreciation

C. Feelings

D. All of the above

Module Nine: Review Questions

9. A thank you note to a senior who gave you a promotion would be less formal.

A. True

B. False

Module Nine: Review Questions

10. When drafting an informal letter, respect is not necessary.

A. True

B. False



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Your appearance is your visual resume.

Dana May Casperson

MODULE TEN

Dressing for Success

The way you look talks to people, not just about how you want to project yourself, but also the courtesy you show toward the people in your company.



The Meaning of Colors

Red

- Dominance and Power

Orange

- Warmth and enthusiasm

Blue

- Serenity and peace

Interpreting Common Dress Codes

- Dressy Casual
- Semi-Formal
- Formal
- Black Tie



Deciding What to Wear

When dressing in the office, refer to the company dress code or if none is written, check the company culture.



Practical Illustration



- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

Module Ten: Review Questions

1. Which of the following statements IS NOT true?

A. Conservative colors are perceived as more professional and appropriate for business-related situations

B. Accessories need to be in conservative colors

C. Conservative colors should be worn in solids instead of as a printed pattern

D. Conservative colors are recommended for formal occasions, but you can be more playful during casual days

Module Ten: Review Questions

2. What does the color orange represent?

A. Warmth and enthusiasm

B. Optimism and confidence

C. Serenity and peace

D. Vitality and harmony

Module Ten: Review Questions

3. What is the most formal dress code?

A. Tuxedo

B. Bow-tie

C. Black tie

D. Floor length dress

Module Ten: Review Questions

4. Which of the following can be accepted as semi-formal?

A. Jeans

B. Sport coat

C. Polo shirt

D. Slacks

Module Ten: Review Questions

5. Which of the following statements is true?

A. Dressing casually means that you can wear whatever you want

B. Casual dressing implies that you should wear the most comfortable clothes

C. Casual business clothing is the same as general casual clothing

D. Casual business clothing has many do's and don'ts

Module Ten: Review Questions

6. Which of the following IS NO so important in business clothing?

A. Your personal style

B. The context of the occasion

C. The seniority of the company

D. The venue

Module Ten: Review Questions

7. A significant part of practicing etiquette is proper self-_____.

A. Preservation

B. Respect

C. Presentation

D. Awareness

Module Ten: Review Questions

8. The way you look doesn't matter in the professional world.

A. True

B. False

Module Ten: Review Questions

9. Why are conservative colors promoted as appropriate for certain work places?

A. Because by wearing them you will fit in better

B. Because these colors are perceived as more professional

C. A similar color palette looks better in a company photo

D. All of the above

Module Ten: Review Questions

10. Casual generally means that you can wear _____.

A. Dresses

B. Slacks

C. A jacket

D. All of the above

A composite image of Earth from space, showing the curvature of the planet and the blue atmosphere. The sun is visible on the left, creating a bright glow. The moon is visible in the top right corner. A quote is overlaid on the image.

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Etiquette requires us to admire the human race.

Mark Twain

MODULE ELEVEN

International Etiquette

Etiquette is heavily influenced by culture; each country and nation has their own set of rules for polite behavior.



General Rules

Etiquette is heavily influenced by culture; what may be good manners in one country or to one nation, may not be good manners in another.

Important Points

- Some cultures dress conservatively as the norm.
- Stick to formal titles for business interactions, unless invited otherwise.





Preparation Tips

It starts with being
open-minded

Read up!

Take a more
specialized course
on international
etiquette

Practical Illustration



- General Rules
- Important Points
- Preparation Tips

Module Eleven: Review Questions

1. Which of the following IS NOT among the more important concerns when researching international etiquette?

A. Dress code

B. Dealing with embarrassment

C. Valuing time

D. Valuing money

Module Eleven: Review Questions

2. When you realize that you have committed a faux pas, you should:

A. Pretend that it didn't happen

B. Change the topic

C. Apologize immediately

D. Turn it into a joke

Module Eleven: Review Questions

3. Which of the following statements IS NOT true?

A. Some cultures meet and greet people with a kiss, a hug, or a bow instead of a handshake

B. Some cultures dress according to rank

C. Relaxed approach instead of uptight conservatism, helps break cultural barriers

D. Some cultures are less time-conscious than others

Module Eleven: Review Questions

4. What is the best thing to do in following situation: In your culture, personal space is very important and you are uncomfortable when someone is too near. However, a foreign client tries to get too close to you.

A. You explain the client that you are uncomfortable

B. You move away discreetly

C. You accept it

D. You ignore it

Module Eleven: Review Questions

5. Preparation for exploring international etiquette starts with:

A. Reading

B. Talking to experts

C. Taking courses

D. Being open-minded

Module Eleven: Review Questions

6. Which of the following is the most helpful for exploring the international etiquette before business cooperation with foreigners?

A. Travelling to their country alone

B. Travelling to their country with your family on a vacation

C. Travelling with at least two representatives selling your company's products or services

D. None of the above, such travelling is only wasting your time

Module Eleven: Review Questions

7. _____ is heavily influenced by culture.

A. Reading

B. Etiquette

C. Taking courses

D. Travel

Module Eleven: Review Questions

8. Each country and nation has their own set of rules for _____.

A. Dressing

B. Speaking

C. Polite behavior

D. Being open-minded

Module Eleven: Review Questions

9. As most businesses today are operating with a global mindset, it pays to always keep _____ in mind.

A. Languages

B. International etiquette

C. The cost of flights

D. None of the above

Module Eleven: Review Questions

10. Americans tend to be more relaxed when it comes to dress codes.

A. True

B. False

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your Business Etiquette skills is just beginning.



Words From the Wise

In theory there is no difference between theory and practice. In practice there is.

- Yogi Berra

Plans are nothing; planning is everything.

- Dwight Eisenhower

The reward for work well done is the opportunity to do more.

- Jonas Salk