

# Business Etiquette



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# Topics

## 1. Appearance

*Business/Business Casual*

## 2. Social Graces

*Introductions/Greetings/Handshake*

## 3. Communication Skills

*Conversation/Office Culture*

## 4. Table Etiquette

*Basic Manners/Eating Out*

# Appearance

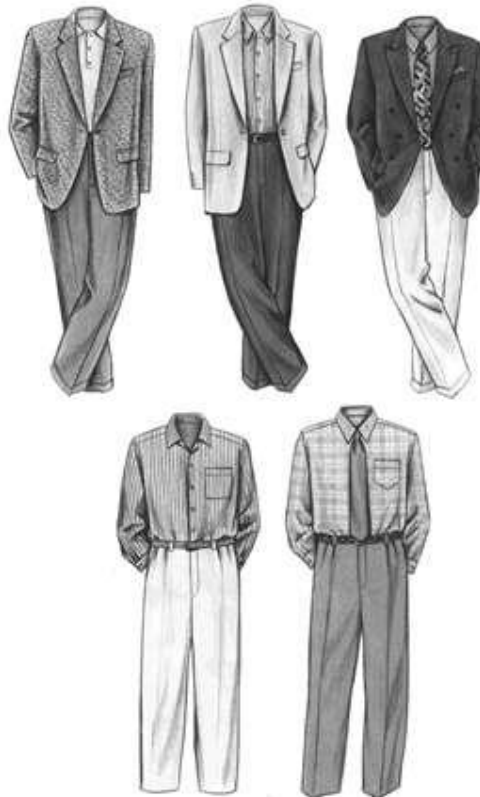


Your business image starts with the way you are dressed and is reinforced with your personal mannerisms.

## Business Casual for Women



## Business Casual for Men



Read the company's dress-code policies to put together a working wardrobe.

# Introductions and Handshakes

In the business world, whoever is the **highest-ranking** person is introduced to everyone else in order of their position.



An exception is, that a **client** should be introduced first, even if you are with someone of higher rank within your company.

# Social Graces

The quality of your life



is the quality of your communication.



# Communication Skills

Your attitude is important, because it contributes to how well you will fit into the work environment.





# Table Etiquette

- Guests order first
- Enter your chair from the left and exit to the right
- Business is discussed after the food order is taken
- The person who extends the invitation, pays the bill

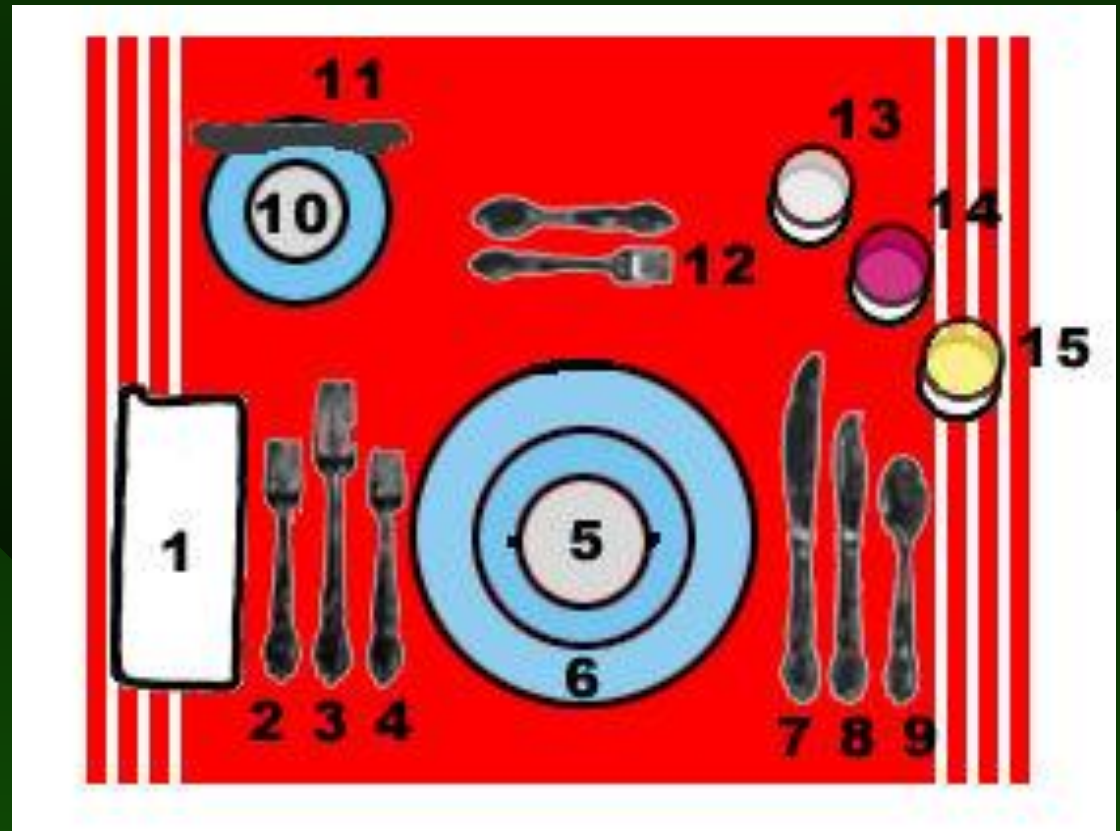




# Table Setting

## Formal Dinner Place Setting

1. Napkin
2. Fish Fork
3. Dinner or Main Course Fork
4. Salad Fork
5. Soup Bowl & Plate
6. Dinner Plate
7. Dinner Knife
8. Fish Knife
9. Soup Spoon
10. Bread & Butter Plate
11. Butter Knife
12. Dessert Spoon and Cake Fork
13. Sterling Water Goblet
14. Red Wine Goblet
15. White Wine Goblet



# Basic Guidelines for Business Etiquette

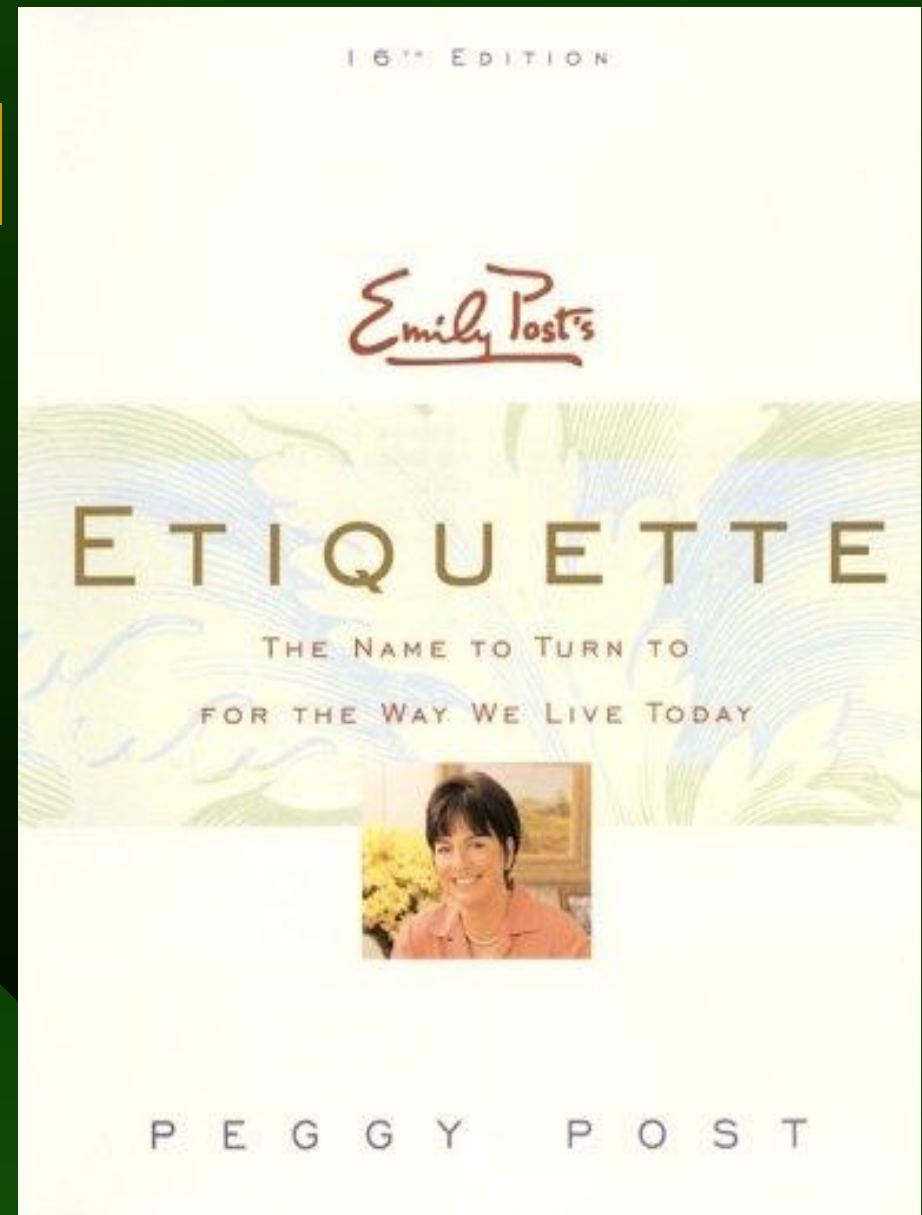
The references that follow offer different insights on business etiquette. So, it is worth your time to review several references to get a broader perspective.

*Emily Post's Etiquette (16th Edition)*

*The New Manners*

*Business Etiquette for Dummies*

# Emily Post's Etiquette



# *New Manners for the 90s*

LETITIA  
BALDRIGE'S

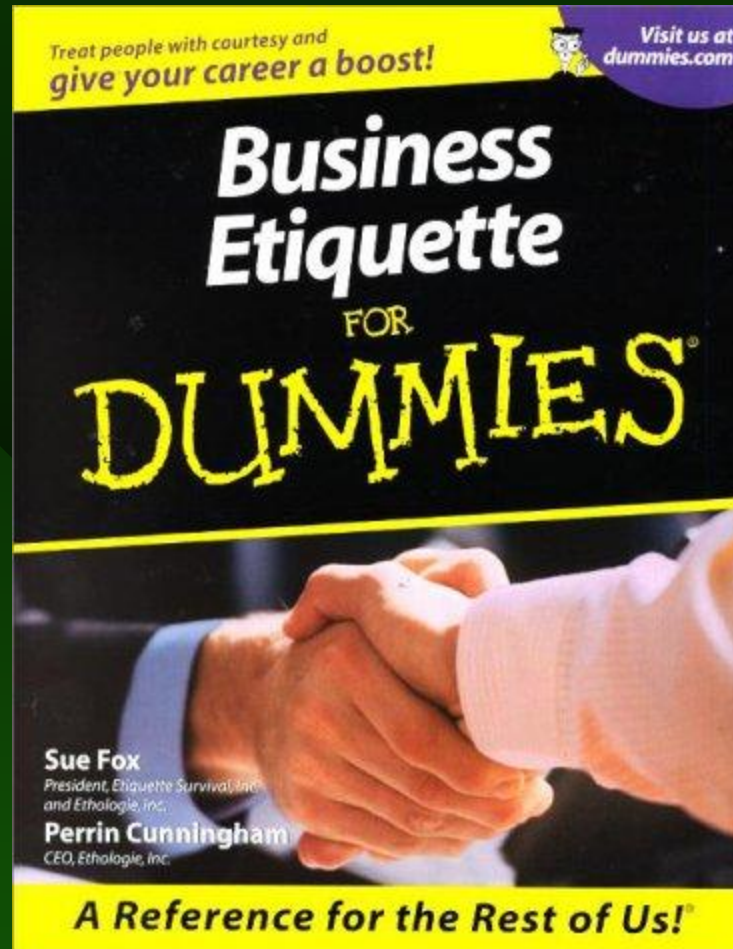
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*Complete Guide to*  
THE NEW  
MANNERS



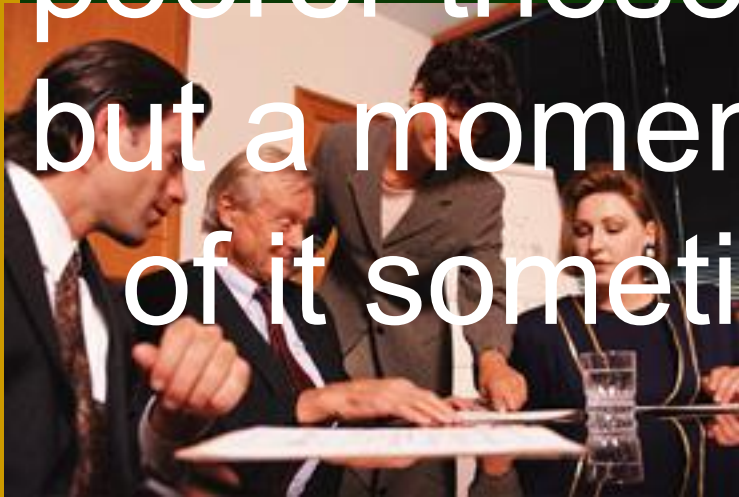
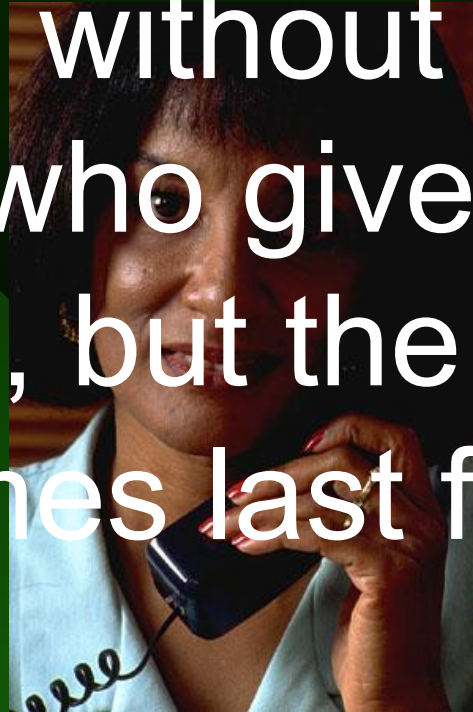
AUTHOR OF *Letitia Baldrige's*  
*New Complete Guide to Executive Manners*

# *Business Etiquette for Dummies*



# Business Etiquette

A SMILE costs nothing, but gives much. It enriches those who receive, without making poorer those who give. It takes but a moment, but the memory of it sometimes last forever.



# Presentation Evaluation

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