



## **BUSINESS ETIQUETTE**

Business etiquette is based on good manners and common sense. When interacting with employers during career fairs, interviews, information sessions, meals, and social situations, you want to feel comfortable and confident that you are making a positive impression. It sends a message to employers of how you will interact in the future with colleagues, clients, and customers.

### **Preparation**

Your first impression should be positive. Ask in advance about proper attire for the occasion. Err on the side of being more conservative. Attend to proper personal grooming. Arrive to the event with purpose, confidence, and a smile. Silence your cell phone.

### **Punctuality**

Be on time. Always allow extra time - prepare to arrive 10-15 minutes early. If you do encounter an unforeseen delay, let your contact know in advance if possible.

### **Body language**

First impressions are made before you begin to speak. Smile, use good posture, and move with confidence. Convey energy and enthusiasm. In a group, focus in on the conversation at hand and make good eye contact. Avoid scanning the room for the next opportunity. Keep your hands by your side to avoid fidgeting. No gum, no smoking.

### **Introductions**

Rise if you are seated, smile, shake hands, make eye contact, and repeat the other person's name. Give the same firm handshake to a woman as you would to a man. When making formal introductions, keep these points in mind:

- Use full names and explain who people are to each other.
- Introduce a younger person to an older person.
- Introduce a junior level employee to a senior level employee.

### **Mixing & mingling**

It is not always easy to socialize in a room of strangers. Start by approaching someone who is standing alone. Briefly introduce yourself. Be friendly and sincerely interested in the conversation. Look for what you have in common. Steer clear of controversial topics. Greet the host within the first 15 minutes. Exit gracefully and thank those in charge before you leave.

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Your goal is to treat everyone with equal courtesy and respect. Developing the art of business etiquette takes time and will help you build productive professional relationships now and in the future.