

## (Unit - 5)

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# Etiquette ???

It is a code of behaviour that delineates expectations for social behaviour according to contemporary conventional norms within a society, social class or group.

OR

It refers to the set of rules or customs that govern socially acceptable behaviour in various situations. It encompasses manners, politeness, & proper conduct, often specific to a particular culture or social group.

### ① Business Etiquette

- It is the expected code of conduct and behavior in a professional environment. It includes how to interact with colleagues, customers and other stakeholders as well as how to conduct oneself in meetings, over e-mail, & on the phone.
- It includes politeness, professionalism (maintaining a professional body lang.), punctuality, Dress Code (adhering to the company's dress code), Appearance, Communication & the Phone Etiquette (Being respectful on the phone, including disclosing privacy information, asking for permission to use speakerphone & actively listening).
- It can be formally documented in an employee handbook, or it can be unspoken.
- It can help : Create a sense of unity among team members, Build effective communication, Establish strong professional relationships, & contribute to a positive work environment, prevent misunderstandings, reflects confidence.

## Types of Business Etiquettes

↳ Telephonic    ↳ Dining    ↳ Office    ↳ Meeting    ↳ Netiquettes

Telephonic Etiquettes :- It refers to the principles of behaviour that one should use while having a business telephonic calls.

Some Rules which should be followed :-

- Identify yourself when making a call.
- Address the caller by his name in a courteous manner.
- Keep conversation brief.
- Never be impatient.
- Listen carefully.
- Do not interrupt.
- Do not eat or chew smthg while speaking on phone.
- If you wish to put the caller on hold, request his permission to do so.
- Close your conversation with an appropriate salutation.
- Let the caller hang up first.
- In case of missed calls, return the call within a reasonable period of time.
- If someone calls you by mistake, inform the caller politely.

Dining Etiquettes :- It refers to the principles of behaviour that one should use while having a business meal with colleagues. Following are some rules -

- Be on time.
- Wait to sit until host indicated the sitting arrangement.
- Stand on the right side of your chair & enter from your left.
- Put your napkin in your lap.
- Decide on your menu selections quickly.
- Don't/never order the most expensive item.

- Wait until everyone has been served before you begin to eat.
- Generally pass food to the right.

## Office Etiquettes

It is a code that governs the expectations of social behaviour in a workplace.

Rules :-

- Be timely.
- Complete assignments on time.
- Leave your personal life at the front door.
- Show a healthy respect for colleagues' experience & expertise.
- Make your superior look good.
- Adopt a can-do attitude.
- Be flexible

## Meeting Etiquettes

It refers to the behaviour that one should use while having a business meeting.

Rules :-

- Develop a comfortable handshake.
- Handshakes should not be too hard or too soft.
- Make a solid connection of the web skin b/w the thumb & forefinger.
- Eye-contact increases trust.
- Eye-contact shows confidence & good interpersonal skills.

Netiquettes :- It's the correct or acceptable way of using the Internet.

Main Netiquettes that should be followed in an organization are -

## E-mail Etiquettes.

- Be concise & to the point.
- Use proper spelling & grammar & punctuation.
- Use a meaningful subject.
- Read the email before you send it.
- Use active voice.

## Chatting Etiquettes

- Create an identity.
- Think before you hit enter.
- Be polite.
- Font, Text, color & animation.
- Language & tone.
- Listen & pay attention.
- Don't rush it.

② Table Etiquette :- Set of rules & behaviour that govern how to behave at the dinner table. The conduct or procedure reg. by good breeding or prescribed by authority to be observed in social or official life.

Table Etiquette plays an imp. part in making a good impression.

Knowing table etiquette will put you at ease.

Sitting down

At a very formal dinner name cards will show you where you should sit.

If there are no name cards on the tables, the host will take you to the correct place.

If you are at a romantic dinner, the man should push the women's chair in for her.

## The Menu

Read the menu to decide what you want to eat.

| Menu        |        |
|-------------|--------|
| Soups       | Salad  |
| Main dishes |        |
| Desserts    | Drinks |

## Ordering

Signal the server that you are ready to order by closing your menu & place it on the table in front of you.

If there is something you don't understand on the menu, ask your server any questions you may have. Answering your questions is part of the server's job.

An Employer will generally let you order first; his or her order will be taken last.

Sometimes, however, the server will decide who orders first. Often, women's orders are taken before men's.

As a guest you should not order one of the most expensive items on the menu or more than two courses unless your host shows that it is all right.

### Napkin Etiquette

Place the napkin on your lap.

- if it is small - unfold it completely
- if it is big - fold it in half, lengthwise.

You should only dab your lips and should not make the napkin dirty.

Don't clean the cutlery or wipe your face with the napkin.

Never tuck it into your shirt like a bib, no matter how much you want to protect it from spills.

Do not use it to wipe off lipstick or to blow your nose!

The napkin stays on your lap the whole time.

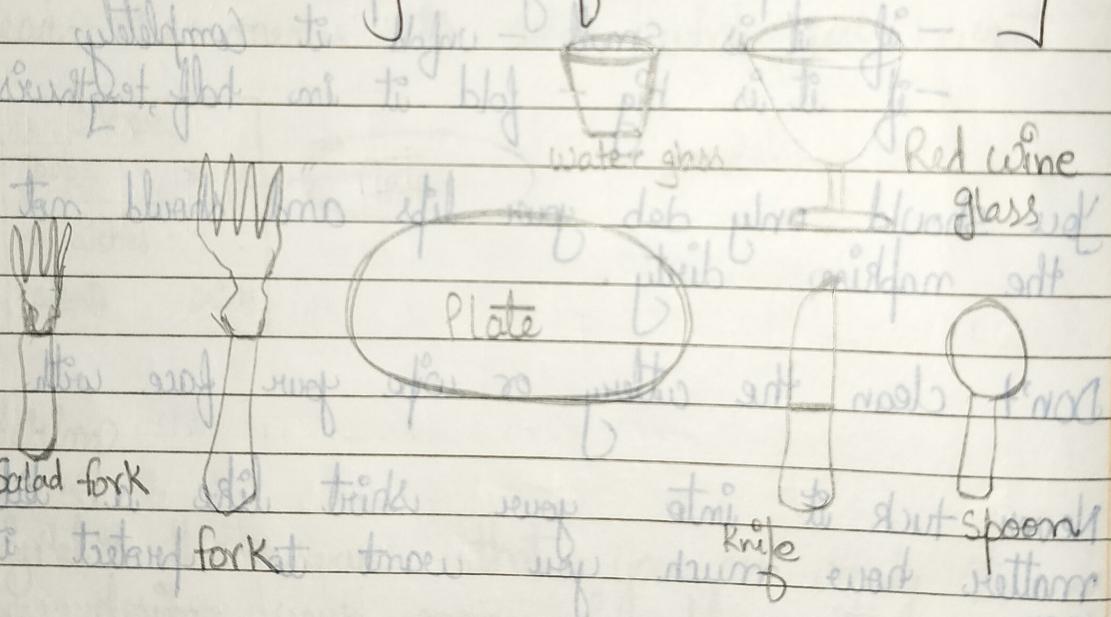
If you need to leave the table during the meal, place your napkin on your chair as a signal to your server that you will come back.

Once the meal is over, you too should place your napkin loosely on the table to the right of your dinner plate.

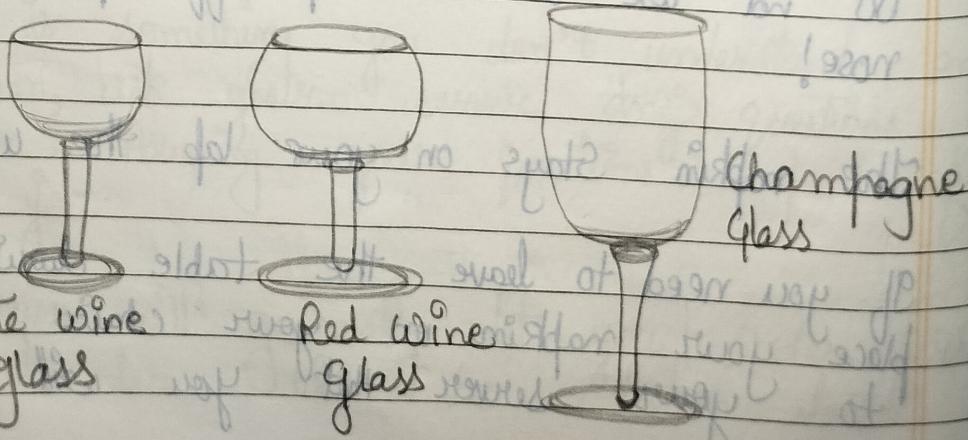
It should not be crumpled or twisted, which reveal untidiness or nervousness.

An informal occasion is used to clean up mess that occurred during meal.

The table setting - Informal Place Setting



The glasses



## Serving food

Food is served from the left.

Food is removed from the right.

## Talking to the Servers

The manner in which you treat your serving staff will be noticed by others.

Your people skills will be reflected at the dinner table & will make an impression on your dining partners.

Use the word "please" when making a request or asking a ques. Make your ques & req. clear & brief.

It is polite to say Thank you to the server only when they bring smthg special that you requested.

## Passing food

food is passed from left to right.

## Eating) Soup

Dip the soup spoon in the soup away from your body.

Don't put the whole spoon in your mouth.

## Telephone Etiquettes :-

Before you place calls

Be prepared - plan your conversation.

Answering the phone

Answer calls promptly without greetings.

Smile as you pick the phone - the caller will hear it in your voice.

Project a tone that is enthusiastic, natural, attentive & respectful.

Greet the caller & identify yourself & your business.

Ask "How may I help you?"

Recognize the caller.

The first time you hear the callers name, write it down.

Then use their or his name during the conversations.

If you are in doubt about the spelling of the callers name, ask for the spelling or start spelling the name and ask for verification.

## During the Conversation

- ↳ Pronounce clearly.
- ↳ Use Simple English.
- ↳ Avoid Slang — ah, hmm, yeah, dude
- ↳ Always speak calmly & choose your words carefully.
- ↳ focus all your attention on the Caller & the Conversation.
- ↳ Use basic phrases of courtesy. E.g. " May I help you? ", " Please ", " Thank You ", " You're welcome ".
- ↳ Do not chew gum or eat during a conversation.

## Placing Someone on hold.

Make sure that it is for a genuine reason.

Ask the Caller if he / she would hold, & wait for a response rather than assuming the answer is yes.

Never keep a caller on hold for more than a minute. If you have to take longer than that, return to the person and tell them that you will have to take a few minutes longer & ask if you could call back.

When you return to the Caller thank them for holding.

## Basic Rules —

Use basic good manners

- Be helpful.
- Be courteous.

- ↳ Treat callers with respect
  - Recognize the caller
  - Be an active listener.
- ↳ Give the caller your full attention.
- ↳ Keep your mouth free of gum or food when you talk on the telephone.
- ↳ Speak clearly & in a positive tone of voice to avoid any sense of interruption by the caller.
- ↳ End telephone calls with a pleasant preliminary click.
- ↳ Let the caller hang up first.

## Group Discussion

Benefits : — Analytical skills  
Problem solving

Do's in GD : — Appropriate to the issue.

Make original points & support them by substantial reasoning.

Listen to the other participants carefully & actively.

Whatever you say must be with a logical flow.

Modulate the volume, pitch & tone.

Talk with confidence & self assurance.

Be considerate to the feelings of the others.

Don'ts : — Being shy / nervous / keeping isolated from GD.

Interrupting another before his / her arguments are over.

Changed opinions.

Don't make fun of any participants.

Abruptly about making some grammatical mistakes.

Praise the argument & don't repeat & also don't use irrelevant materials.