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Etiquette

Webster defines it as "the form, ^{manner} ~~form~~, & ceremonies established by convention as acceptable or required in social relations, in a profession, or in official life". Etiquette is respect, good manners, and good behaviour. It is not just each of these things but it is all of these things rolled into one.

Business Etiquette is a set of social, professional and cultural sensibilities that a person is expected to possess in order to be considered as well-informed business-person with proper business acumen. Business Etiquette focuses primarily on being polite in your interaction with people & paying them respect while dealing with them the way you would expect them to. This politeness & respect is not limited to meeting held in person only but it is further extended to business emails, telephonic conversation & business letters too.

Five elements of business behaviour are :-

- 1) Work Behaviour
- 2) Meeting People
- 3) Telephone Etiquette
- 4) Dining Etiquette
- 5) Etiquettes for Correspondence

1) Work Etiquette

The following principles can be utilized by office employees to show proper etiquette; they include all aspects of the work environment.

- A) Be timely arrive to work & meeting, on time, complete work assignment on time.
- B) Be polite, pleasant & courteous
- C) Learn office politics. Pay attention to the way things are done.
- D) Understand the unwritten rules of business
 - Make your supervisor look good.
 - Keep your supervisor informed
 - Never go over the head supervisor, without telling him/her first.
- E) Appear as professional as possible
- F) Adopt can-do attitude & be flexible

2.) Meeting People

When meeting people both your nonverbal & verbal behaviour help to define your social skills. Using effective handshake, good eye contact, & making the proper introduction show proper etiquette.

A.) Handshake are vital in social situation

B.) Eye contact is another critical factor when meeting people.

C.) Proper introduction help to establish rapport.

3.) Telephone Etiquette

When speaking on the telephone, proper etiquette is just as important as when you meet someone in person. Some tips are as follows:

- Keep conversation to the point
- Listening is essential whether in person or ^{on} the phone.
- Do not keep someone on hold more than 30 seconds.
- Always leave your phone number if you ask for someone to call you back.

4.) Dining Etiquette

In season of dining etiquette refers to proper manners & behaviour in a formal dining situation. Table manner - play an important part in making a favourable impression. They are visible signals of your manners, therefore, are essential to professional success.

5.) Correspondance Etiquette

Whether you have just met someone, or have known the person for sometime it is important to follow up meetings with written correspondance.

A. Write a follow up better / thank you note written 48 hours.

B. Email Etiquette, although new, has some specific guidelines

1.) Email is appropriate to use, but never use all caps & watch for typos.

2.) Always include a subject line in your message.

3.) Make the subject line meaningful.

4.) Use correct grammar & spelling

5.) Always use a signature if you can; make sure it identifies who you are & includes alternate.

means of contacting you (phone & fax are useful).

Role Playing

Role-playing takes place between two or more people, who act out roles to explore a particular scenario.

The role plays that we have done in the class

Like : 1) role play on the situation Interview was performed by Kartik Sharma & Harshita Modi in the class.

outcome : From this role play we learned how questions are framed during the interview and how we have to deal with it in the future.

2) Role play on the situation of an Bank Employee & the customer on the call was performed by Kuldeep Singh & Suthar Anur in the class.

Outcome : From this role play we learnt the telephone etiquette.