

MAA OMWATI DEGREE COLLEGE HASSANPUR

ASSIGNMENT/IMPORTANT QUESTION

CLASS - B.B.A. 3rd Sem.

SUBJECT – BUSINESS ETIQUETTES

Course Code: 25IMSI403SE01L



UNIT-I

Workshop Etiquette – Office protocol and etiquette, professional conduct, use of courteous phrases in the work place, proper way to make introduction, business dress, grooming

UNIT-II

Communication Etiquette – Written communication manners, listening skills, body language, voice tone and eye contact, telephone etiquette, e-mail, voice mail etiquette, ways to deal with difficult people, extending, accepting and declining invitations

UNIT-III

Business Meetings and Dining Etiquette – Attending business functions, etiquette in meetings, business socialization, organizing social events for business, dining manners, banquet etiquette

UNIT-IV

Global Manners – Importance of awareness of international customs, cultural taboos and practices, traveling etiquette, business etiquette in USA, Europe, Africa, Middle East, Latin America

UNIT- 1ST

Meaning of Business Etiquette

Business etiquette refers to the set of **customs, rules, and acceptable behaviors** that govern professional interactions in the workplace and in business environments. It is a code of conduct that shows respect, professionalism, and courtesy towards colleagues, clients, and stake holders. It includes the **way you speak, dress, write, behave, and interact** with others in business situations. Practicing good business etiquette helps build trust, create a positive impression, and maintain smooth professional relationships.

Key Points in the Meaning:

1. **Professional Manners** – Following polite and respectful behavior in all business dealings.
2. **Communication Etiquette** – Using clear, respectful, and professional language in speaking, writing, emails, and meetings.
3. **Appearance** – Dressing appropriately and maintaining good grooming standards.
4. **Respect for Others' Time** – Being punctual and valuing deadlines.
5. **Cultural Sensitivity** – Understanding and respecting cultural differences in global business.
6. **Networking and Interaction** – Introducing oneself properly, shaking hands, and showing courtesy during meetings or conferences.

In simple terms, **business etiquette is the professional “good manners” that guide how people should act in the business world.**

Workshop Etiquette – Office Protocol and Etiquette

Meaning

Office Protocol- : The **formal rules and procedures** established in an organization that guide employee behavior. For example, rules about reporting to managers, using official communication channels, and following company policies. Protocol ensures discipline and consistency.

Office Etiquette- : The **unwritten rules of polite behavior** that help people work together harmoniously. It is about good manners, professionalism, and respect. For instance, greeting colleagues with courtesy, using polite words like “please” and “thank you,” or respecting someone’s privacy at their desk.

Importance

Builds Professional Image – Employees who follow etiquette are seen as trustworthy, disciplined, and professional.

Improves Relationships – Courteous behavior reduces conflicts and encourages teamwork.

Creates Positive Work Culture – Respectful communication and manners make the workplace stress-free.

Increases Efficiency – Clear communication and orderly practices save time and prevent mistakes.

Promotes Respect – Everyone feels valued regardless of position or background.

Key Aspects of Office Protocol & Etiquette

(A) Punctuality

* Being on time is a sign of respect for others’ schedules.

* Example: Arriving late to a meeting may delay everyone’s work and shows lack of seriousness.

* Tip: Plan to arrive 5–10 minutes early for meetings.

(B) Professional Communication

* Always use polite, clear, and respectful language.

* Avoid slang, gossip, or harsh tones.

* Example: Instead of saying “You didn’t do this properly,” say “Can we review this together to make improvements?”

(C) Respecting Hierarchy

* Every organization has a chain of command. Employees must follow reporting lines and respect seniority.

* Example: If you have an issue, first discuss it with your immediate supervisor instead of jumping directly to top management.

* Shows discipline and respect for authority.

(d) Workplace Behavior

* Maintain a positive, cooperative attitude.

* Avoid gossip, personal arguments, or negativity.

* Respect cultural, religious, and gender diversity.

* Example: If a colleague is from a different cultural background, be open and respectful toward their practices.

(e) Dress and Grooming

* First impressions matter in business. Employees should dress neatly, modestly, and according to company dress code.

* Example: In a corporate office, formal shirts, trousers, or business suits are preferred. In casual offices, neat and smart casual wear is acceptable.

* Grooming includes clean clothes, tidy hair, and good hygiene.

(f) Workspace Etiquette

* Keep your desk clean and organized. A messy desk reflects carelessness.

* Respect shared spaces: do not leave files, cups, or trash lying around in conference rooms or pantry.

* Example: If you borrow stationery from a colleague, return it promptly.

(g) Meeting Etiquette

* Be punctual and come prepared with notes or documents.

* Listen actively without interrupting others.

* Keep mobile phones on silent or vibration mode.

* Example: If you disagree with a point, say politely: "I see it differently. May I share my perspective?" instead of cutting the speaker off.

(h) Email and Digital Etiquette

* Use professional email formats with proper greetings and closings.

* Keep subject lines clear and specific.

* Avoid writing in all caps (it seems like shouting).

* Example: Start with "Dear Mr. Sharma" instead of "Hey Sharma."

* Always proofread before sending to avoid spelling or grammar mistakes.

(i) Telephone Etiquette

* Answer calls within 3 rings.

* Greet politely: "Good morning, this is Ramesh from XYZ Company."

* Speak clearly and at a moderate pace.

* Avoid placing callers on long hold. If necessary, ask permission: "May I place you on hold for a moment?"

Do's and Don'ts of Office Etiquette

Do's

* Greet colleagues daily (e.g., "Good morning").

* Use polite phrases: please, sorry, thank you, excuse me.

* Respect confidentiality – do not share sensitive company information.

* Be approachable and willing to help team members.

* Acknowledge others' contributions in group work.

Don'ts

* Don't arrive late for meetings or deadlines.

* Don't shout, argue, or use offensive language.

* Don't eat noisily or leave dirty dishes in the office.

* Don't send unprofessional emails (slang, unnecessary emojis).

* Don't misuse office resources (internet, printer, phone) for personal work.

Professional Conduct

Meaning of Professional Conduct

Professional conduct refers to the **standards of behavior, ethics, and responsibility** expected from an individual in a professional or workplace setting. It is about **how you carry yourself, treat others, and perform your duties** in a way that reflects integrity, respect, and accountability.

It ensures that employees act not just with skills, but also with **honesty, fairness, and professionalism**, keeping the reputation of themselves and their organization intact.

Key Aspects of Professional Conduct

1. **Integrity and Honesty**

- * Being truthful, transparent, and ethical in all dealings.
- * Avoiding dishonesty, manipulation, or misconduct.

2. **Accountability**

- * Taking responsibility for your actions and decisions.
- * Admitting mistakes and working to correct them.

3. **Respect and Courtesy**

- * Treating colleagues, clients, and stakeholders with dignity.
- * Avoiding discrimination, harassment, or rude behavior.

4. **Confidentiality**

- * Protecting sensitive business and client information.
- * Not sharing confidential data without permission.

5. **Punctuality and Reliability**

- * Being on time for meetings, deadlines, and commitments.
- * Delivering work consistently and dependably.

6. **Adherence to Company Policies**

- * Following organizational rules, laws, and regulations.
- * Respecting workplace culture and values.

7. **Professional Appearance and Communication**

- * Dressing appropriately for the workplace.
- * Communicating clearly, respectfully, and professionally.

In simple words: Professional conduct means behaving in a responsible, ethical, and respectful way at work, while doing your job to the best of your ability.

Use of courteous phrases in the workplace

Meaning

Using courteous phrases means adopting **polite, respectful, and positive expressions** in daily workplace communication. These phrases help create a **friendly, professional, and cooperative environment**, making interactions smoother and more respectful.

Importance in Workplace

- * Builds **good relationships** with colleagues, clients, and managers.
- * Prevents misunderstandings and conflicts.
- * Shows **respect and professionalism**.
- * Creates a **positive workplace culture**.

Examples of Courteous Phrases

- Greetings & Acknowledgements**
 - * "Good morning / Good afternoon."
 - * "How are you today?"
 - * "It's nice to see you."
- Polite Requests**
 - * "Could you please send me the file?"
 - * "Would you mind helping me with this task?"
 - * "May I have a moment of your time?"
- Showing Gratitude**
 - * "Thank you for your help."
 - * "I really appreciate your effort."
 - * "Thanks for getting back to me so quickly."
- Apologizing Politely**
 - * "I'm sorry for the inconvenience."
 - * "Apologies for the delay."
 - * "Excuse me, may I interrupt for a moment?"
- Professional Closings**
 - * "Have a great day."
 - * "Looking forward to your response."
 - * "Best regards / Warm regards."

In short: **Using courteous phrases in the workplace makes communication respectful, smooth, and professional, while fostering a culture of mutual respect.**

Would you like me to prepare a **list of 20 most useful courteous phrases** you can directly use in office communication (emails + face-to-face)?

Proper way to make introductions in a professional setting.

A proper introduction is the **polite and professional way of presenting yourself or others** in the workplace. It sets the tone for communication, builds rapport, and shows respect.

Basic Rules of Professional Introductions

- Start with a Greeting**
 - * Say: **"Good morning / Good afternoon."**
 - * Smile and make eye contact.
- Introduce Yourself First (if you are new)**

* Example: *‘‘Hello, I’m Rohan Sharma, the new marketing executive.’’*

* Offer a firm handshake (if culturally appropriate).

3. ****Introduce Others Correctly****

* Always introduce the ****junior person to the senior person**** (out of respect).

* Example: *‘‘Mr. Mehta (senior manager), I’d like you to meet Anjali, our new intern.’’*

* If both are of equal status, introduce them by name and role.

4. ****Use Full Names and Designations****

* Say: *‘‘This is Ms. Neha Kapoor, our HR manager.’’*

* Avoid nicknames unless the person prefers it.

5. ****Add a Point of Connection (if possible)****

* Example: *‘‘Neha, this is Ramesh, he will be assisting you with the training program.’’*

6. ****Allow Handshakes or Courteous Gestures****

* In international business, handshakes are common.

* In India, a polite ‘‘Namaste’’ or head nod can also be used.

7. ****Conclude Politely****

* Example: *‘‘It’s a pleasure meeting you.’’* / *‘‘I look forward to working with you.’’*

Example Dialogue

☒ *You:* ‘‘Good morning, everyone. Mr. Verma, I’d like you to meet Priya Sharma, our new finance associate. Priya, this is Mr. Rajesh Verma, our regional director.’’

☒ *Priya:* ‘‘It’s a pleasure meeting you, Mr. Verma.’’

☒ *Mr. Verma:* ‘‘Welcome aboard, Priya.’’

☒ ****In short:**** A proper introduction = ****Greeting + Name + Designation/Role + Connection + Polite Close****.

Business Dress and Grooming

1. **Business Dress** -Business dress refers to the ****appropriate clothing standards**** for a professional environment. It reflects ****professionalism, respect, and confidence****.

****Types of Business Dress****

* ****Formal Business Dress**** (for corporate meetings, client presentations, interviews)

Men: -Suit, tie, formal shirt, polished shoes.

Women: - Business suit, saree, salwar suit, formal blouse with trousers/skirt, closed-toe shoes.

Business Casual - (for regular office days or less formal settings)

Men: - Collared shirt, trousers/khakis, optional blazer, leather shoes.

Women: - Smart tops with trousers/skirts, simple dresses, cardigans/blazers, modest footwear.

Casual Fridays (if allowed)

* Clean, neat, and modest casual wear. Avoid flashy or inappropriate clothing.

Rule: - Dress according to the organization’s culture, industry standards, and occasion.

2. **Grooming** -Grooming means ****personal care and neatness in appearance****. It ensures you look professional, tidy, and approachable.

Key Grooming Guidelines

Personal Hygiene

- * Daily bath, fresh breath, trimmed nails, use of deodorant.

Hair

- * Neatly combed, trimmed, and professional style.
- * Avoid overly flashy colors or messy looks.

Face

- * Men: Clean shave or well-trimmed beard/moustache.
- * Women: Light, professional makeup (if worn).

Clothing Care

- * Well-ironed, clean clothes without wrinkles.
- * Shoes polished and in good condition.

Accessories

- * Minimal and professional (watch, simple jewelry).
- * Avoid excessive perfumes or strong fragrances.

Posture & Body Language

- * Stand and sit straight, maintain eye contact, confident smile.

In short:

Business Dress = what you wear (professional, suitable for the occasion).

Grooming = How you present yourself (clean, neat, and polished look).

UNIT II

****Communication Etiquette** in the workplace.**

Communication etiquette** refers to the ****polite, professional, and respectful way of exchanging information**** through spoken, written, or non-verbal means in the workplace. It ensures clarity, respect, and effectiveness in professional interactions.

Types of Communication Etiquette**

1. Written Communication Etiquette (letters, emails, reports, messages)**

- * Use clear, concise, and professional language.
- * Always check spelling and grammar.
- * Use polite phrases (*"Please find attached..." / "Kindly let me know..."*).
- * Avoid slang, ALL CAPS, or casual short forms.
- * Maintain a professional tone and proper format.

2. Listening Etiquette**

- * Pay full attention when others speak.
- * Avoid interrupting or finishing their sentences.
- * Show attentiveness through nodding and eye contact.
- * Paraphrase or summarize to confirm understanding.

3. Body Language Etiquette**

- * Maintain eye contact (but don't stare).
- * Sit/stand with good posture.
- * Use hand gestures moderately.
- * Avoid distracting habits (fidgeting, looking at phone).

4. Voice Tone & Speech Etiquette**

- * Speak clearly and at a moderate pace.
- * Use polite and respectful tone, even in disagreements.
- * Avoid shouting or whispering.
- * Don't use offensive or negative language.

5. Telephone Etiquette**

- * Answer calls promptly (within 3 rings if possible).
- * Greet politely (*"Good morning, this is Riya from HR."*).
- * Speak clearly and avoid multitasking while on call.
- * Keep calls short and professional.
- * End with courtesy (*"Thank you for your time."*).

6. Email & Voicemail Etiquette**

- * Use professional subject lines.
- * Start with a greeting (*"Dear Mr. Singh,"*).
- * Keep emails structured and to the point.
- * Respond promptly to important emails.
- * In voicemail, state name, reason for call, and contact details.

7. Dealing with Difficult People**

- * Stay calm and professional.
- * Listen without arguing immediately.
- * Use respectful phrases (*"I understand your concern."*).
- * Focus on solutions, not blame.

8. Invitations (Extending, Accepting, Declining)**

- * Extend invitations politely and in advance.
- * Accept with gratitude if available.
- * Decline politely, giving a valid reason if needed.

In short:** Communication etiquette = **Polite language + Attentive listening + Respectful body language + Professional tone across all channels (verbal, written, digital).**

Listening skills; Body language; Voice tone & eye contact; Telephone, e-mail & voicemail etiquette; Handling difficult people; Invitations

Listening skills (active listening)

What it is: fully focusing on the speaker, understanding their message, responding appropriately, and remembering what was said.

****Key elements****

- * **Attention:** stop other tasks, face the speaker, put away phone.
- * **Nonverbal cues:** nod, lean slightly forward, maintain open posture.
- * **Understanding:** paraphrase or summarize to confirm.
- * **Reflecting & clarifying:** ask open questions, avoid yes/no traps.
- * **Responding:** give thoughtful feedback, state next steps.

****Practical steps****

1. Prepare: clear distractions, have pen/notes.
2. During: listen to understand (not to reply), note keywords, paraphrase.
3. After: confirm actions (“So I’ll follow up by Friday with the draft.”), send a short recap email if needed.

****Useful phrases****

- * “If I understand you correctly, you’re saying ...”
- * “Can you tell me more about ...?”
- * “What I heard was X — is that right?”
- * “Help me understand your priority on this.”

****Common barriers + fixes****

- * **Interrupting** → pause, count to two before speaking.
- * **Multitasking** → close laptop/put phone away.
- * **Assumptions** → ask clarifying Qs.

****Short exercise:**** For one meeting this week, take a 1-line summary for each speaker and email it afterwards.

Body language

****Why it matters:**** your nonverbal signals often communicate more than words and affect trust, credibility, and rapport.

****Positive body signals****

- * Upright but relaxed posture.
- * Open gestures (palms partially visible).
- * Nodding to show understanding.
- * Facing the person, appropriate proximity.
- * Calm facial expressions and occasional smile.

****Negative signals to avoid****

- * Crossed arms, slouching, fidgeting, looking at phone or watch, avoiding eye contact, forced smile.

****Cultural notes:**** proximity, eye contact, and gestures differ by culture — adapt when dealing with international colleagues.

****How to improve****

- * Record yourself in mock presentations.
- * Practice in a mirror or with a colleague and ask for feedback.
- * Use a posture check: “Shoulders back, feet flat, chin level.”

****Quick checklist before a meeting****

- * Clothes neat, hands visible, phone silent and out, open posture, smile.

Voice tone & eye contact

****Voice tone (what to control)****

- * ****Pitch & modulation:**** vary pitch to avoid monotone.
- * ****Pace:**** moderate speed; slow down for important points.
- * ****Volume:**** audible but not shouting; adjust for room size.
- * ****Warmth & confidence:**** friendly but professional.
- * ****Pauses:**** use short pauses to let ideas sink in.

****Practice tips****

- * Read aloud and record — listen for monotone or rushed words.
- * Breathe from diaphragm to control volume and steadiness.
- **Example tonal choices****
- * Giving praise: warm, slightly slower, smile while speaking.
- * Delivering bad news: calm, measured, empathetic.
- * Asking for help: polite, clear, slightly lower volume for respect.

****Eye contact****

- * Aim for natural, comfortable eye contact (about 4–6 seconds per person in conversation).
- * Use the “triangle” technique when speaking to a group: alternate between left, center, right.
- * If direct eye contact is uncomfortable, look at the bridge of the nose or near the eyes.

****Do’s & Don’ts****

- * Do: match tone to situation, pause for emphasis, make regular eye contact.
- * Don’t: speak monotone, stare, or avoid eye contact completely.

Telephone etiquette

****Before the call****

- * Have agenda/notes and pen ready; choose quiet place.
- * Charge phone, check signal.

****Answering the call (sample)****

- * “Good morning — this is \[Your Name] from \[Dept/Company]. How can I help?”
- * Answer within 2–3 rings when possible.

****During the call**

- * Identify yourself at start and, if taking message, get caller’s name, company, and callback number.
- * Speak clearly, at a measured pace; use the caller’s name occasionally.
- * If you need to put someone on hold: “May I place you on hold for a moment while I check that?” Wait for consent.
- * Avoid multitasking; if you must look something up, say: “Please hold for 30 seconds while I check.”

****Transferring****

- * Tell the caller who you’ll transfer to and why. If possible, brief the receiving person first.
- **Ending the call (sample)****

- * “To confirm, I’ll send you the report by 5 PM. Is that correct?”
- * “Thank you for calling, \[Name]. Have a good day.”
- **Handling difficult phone situations****
- * Angry caller: stay calm, listen, paraphrase concerns, offer next steps.
- * Silent caller: ask open questions; if no response, offer callback.

E-mail etiquette

****Structure****

1. ****Subject line:**** short, specific — e.g., “Budget approval needed — Q3 campaign”
2. ****Greeting:**** “Dear/Hi \[Name],” based on formality.
3. ****Opening line:**** purpose of the email in one sentence.
4. ****Body:**** concise paragraphs or bullet points; one main idea per paragraph.
5. ****Call to action:**** clearly state next steps and timelines.
6. ****Closing & signature:**** “Best regards,” + full name, title, contact.

****Best practices****

- * Use professional language, avoid slang and emojis in formal emails.
- * Use ****Reply All**** sparingly. Use ****CC**** to inform; ****BCC**** for privacy when sending to many recipients.
- * Keep emails scannable — use bullets, bold for deadlines.
- * Attach files and mention them (“Please find attached the Q3 report”). Name attachments clearly.
- * Proofread for grammar and tone before sending.
- * Respond within 24–48 hours for internal emails; sooner for urgent matters.

****Templates (short)****

Request: - “Hi \[Name], Could you please share \[document] by \[date]? Thanks, \[You].”

Follow-up: - “Hi \[Name], following up on my email below — any update? Thanks.”

Apology for delay: ****** “Apologies for the delayed response. I will \[action] by \[time].”

****Avoid****

- * ALL CAPS, long unstructured messages, too casual sign-offs for formal contexts.

Voicemail etiquette

****When to use voicemail:**** when you can’t reach someone by phone or need to leave a brief actionable message.

****Structure of a good voicemail (30 seconds max)****

1. Greeting: “Hello \[Name],”
2. Identify yourself: “This is \[Your Name] from \[Dept/Company].”
3. Purpose: one sentence — “I’m calling about \[topic].”
4. Action requested: “Please call me back at \[phone], or I’m available \[times].”
5. Repeat callback number slowly.
6. Close: “Thanks, I look forward to speaking with you.”

****Example voicemail****

“Hello Priya, this is Amit Sharma from Finance. I’m calling about the invoice for vendor X — could you call me back at 98X-XXX-XXXX? I’ll be available after 3 PM today. Thank you.”

****Tips****

- * Speak slowly and clearly.
- * Leave number twice.
- * Keep message short and specific.
- * Indicate urgency if necessary (“This is time-sensitive; please call back within two hours.”)

Ways to deal with difficult people

****Types & quick strategies****

Aggressive: -stay calm, set boundaries, use short firm statements.

Passive-aggressive - document specifics, ask clarifying Qs, call out behavior politely.

Constant complainer: - empathize briefly, redirect to solutions, set limits.

Interrupter: - politely say, “I’d like to finish this point,” and resume.

Micromanager: - present clear status updates, propose checkpoints, invite trust.

****A stepwise framework****

1. ****Stay calm & neutral**** — do not match their emotion.
2. ****Listen actively**** — often people want to be heard.
3. ****Acknowledge feelings**** — “I see you’re frustrated.”
4. ****Clarify facts**** — ask for specifics.
5. ****Offer solution options**** — be collaborative.
6. ****Set boundaries**** — “I can discuss this, but I won’t accept shouting.”
7. ****Follow up in writing**** — summarize commitments.
8. ****Escalate if needed**** — HR or manager involvement with documentation.

****De-escalation phrases****

* “I want to understand. Tell me what you think the solution should be.”

* “Let’s focus on the issue we can fix right now.”

* “I’m hearing X — is that correct?”

* “I’m sorry you feel that way. Here’s what I can do...”

****When to document / involve HR****

* Repeated harassment, threats, discriminatory remarks, or if behaviour affects work performance despite attempts to resolve.

****Sample response to criticism****

Extending, accepting & declining invitations (business & social)

****Extending invitations (meetings/events)****

* Include: purpose, date, time, duration, location (or link), agenda, expected outcome, RSVP deadline, contact person.

* Tone: polite and clear.

* Example (formal):

“Dear Ms. Rao — You are invited to the Q3 planning meeting on Tuesday, 16 Sept, 10:30–11:30 AM in Meeting Room B. Agenda: 1) Targets 2) Budget 3) Responsibilities. Kindly RSVP by 12 Sept. Regards, \[Name].”

Accepting an invitation

* Respond promptly, confirm details, express appreciation.

* In person: “Thank you — I’ll be there.”

* Email: “Thank you for the invitation. I’m pleased to accept and will attend on \[date/time].”

Declining an invitation

* Be prompt, polite, give brief reason (not overly detailed), offer alternative if appropriate, express goodwill.

* Example (email decline):

“Thank you for inviting me to the product demo on 18 Sept. I’m unable to attend due to prior commitments, but please share the recording — I’m interested in the outcomes. Best regards, \[Name].”

Tentative / Maybe

* If unsure, reply with availability windows or request more information. Example: “I may be able to attend; could you confirm the agenda and expected duration?”

RSVP checklist

* Reply by deadline.

* State attendance clearly: Yes / No / Maybe.

* Add dietary needs or accessibility requests if relevant.

Quick reference: short templates

Phone answer: - “Good morning — \[Your Name] at \[Company]. How may I help?”

Voicemail: - “Hi \[Name], \[Your Name], calling about \[topic]. Call me at \[number]. Thanks.”

Email request: - “Subject: Request for \[Doc] — Hi \[Name], Could you please send \[doc] by \[date]? Thanks, \[You].”

Decline invites (email): - “Thank you for the invite. Unfortunately I’m unavailable on that date. Please keep me informed of future events.”

If you want, I can now:

* Create a printable one-page checklist for each area, or

* Give 20 courteous phrases and sample email templates, or

* Role-play a difficult-person scenario and show a scripted handling.

UNIT III

Business Meetings and Dining Etiquette

Business Meetings Etiquette

****Purpose:**** run effective meetings that respect people’s time, produce decisions, and leave clear next steps.

Before the meeting

Have a clear objective. - If you can’t state it in one sentence, rethink the meeting.

Send an agenda with expected outcomes. - Include time, location (or link), attendees, and any pre-reads.

Invite only necessary people. Fewer people = clearer decisions.

Assign roles: - chair/facilitator, timekeeper, presenter(s), minute-taker.

Prepare logistics: - room, projector, Wi-Fi, materials, accessibility needs, refreshments.

Arrive early. - Chair and presenters should be set up 10–15 min before start.

Starting the meeting

Begin on time. Start with a quick welcome, state objective and agenda, confirm time available.

Introduce attendees briefly if people are unfamiliar—name + role + one-line relevance.

Set ground rules (e.g., mute phones, raise hand for interruptions, time limits).

Sample opening line:

“Good morning — thanks for joining. Our goal for the next 45 minutes is to finalize the Q3 roadmap. I’ll run us through the agenda and then we’ll discuss items 2 and 3.”

During the meeting

Stay on topic. - Refer back to agenda when conversations drift.

Be concise and solution-focused. State facts, propose options, suggest decisions.

Listen actively. **** Don’t interrupt; if needed, note questions and come back.**

Use a visible parking-lot ****** for off-topic items to be handled later.

Respect time limits. **** Timekeeper gives gentle reminders.**

Use visuals sparingly. **** Slide text should be readable; speak to the key points.**

Manage conflict calmly. **** Use data, ask probing questions, seek compromise or postpone decision until more info.**

Take clear action items: - WHAT, WHO, WHEN. Ensure each action has one owner.

Virtual meeting specifics

Join early to test audio/video. Turn on camera when appropriate.

Mute when not speaking. Use chat for links and short questions.

Use screen-sharing responsibly. Close unrelated tabs, disable notifications.

Name yourself clearly (e.g. “Priya – HR”) so others know who’s speaking.

Record only with permission and announce recordings at the start.

Ending the meeting

Summarize decisions and action items aloud. Confirm owners and deadlines.

State next steps and next meeting only if needed.

Thank participants and close on time.

Sample closing line:

“Thanks, everyone. To confirm — Ramesh will send the revised brief by Friday and Meera will coordinate vendor quotes. I’ll circulate the minutes after the meeting.”

After the meeting

Circulate concise minutes listing decisions, action owners, and deadlines.

Follow up** on overdue actions (documented, polite reminders).

Reflect on the meetings effectiveness (was the goal achieved?).

Do's & Don'ts (meetings)

Do: - come prepared, be punctual, speak clearly, keep contributions brief, own actions.

Don't: - dominate, multitask visibly, interrupt, assume consent without clarity.

Business Dining Etiquette

Purpose: -build relationships and conduct business in a relaxed environment while being respectful, professional and culturally sensitive.

Before the meal

RSVP on time. Note dietary restrictions and communicate them discreetly.

Dress appropriately for venue and occasion—ask the host or check the invite.

Arrival: - be on time (5–10 minutes early is fine). If unavoidably late, inform the host.

Host & guest roles

Host: - arranges venue, reservations, and seating (usually welcomes guests).

Guest: - arrive prepared, follow host's lead for ordering and timing, express thanks.

Seating & introductions

Host usually escorts or indicates seating. If there's a seating plan, follow it.

Guests of honor are often seated nearest the host; when unsure, follow host cues.

Place setting basics (simple rule)

Work from the outside in.** Utensils are used in order of courses (outermost for first course).

Glasses** (water, wine) are usually on the right; bread plate on the left.

Napkin etiquette

At start: - place napkin on lap once seated.

During meal: - use napkin to lightly dab mouth; don't wipe aggressively.

When excusing yourself: -place napkin on chair (not table) briefly; at meal end, place it loosely folded to the left of your plate.

Ordering & eating

Follow the host in ordering. Choose dishes that are not messy or overly noisy. Avoid foods that are difficult to eat politely (e.g., very long noodles, large shellfish in formal settings).

Pace yourself to the slowest diners so you finish around the same time.

Cut one piece at a time. Take moderate bites, chew with mouth closed, don't speak with food in your mouth.

Passing dishes: pass to the right; offer sauces and condiments politely.

Fork & knife — two common styles

Continental (European): fork in left hand (tines down), knife in right; eat without switching hands.

American: cut with fork in left and knife in right; then switch fork to right hand to eat. If unsure, quietly mirror the host.

Conversation at the table

Neutral and inclusive topics work best: industry trends, light personal interests, mutual connections.

Avoid contentious topics (religion, politics, salary) unless host introduces them. Engage others: ask open questions, include quieter diners, and avoid monopolizing the conversation.

Toasts: stand if appropriate, raise glass slightly, keep toast short and positive; sip after the host.

Alcohol

Follow the host's lead. If you don't drink, it's fine to say "I don't drink" or order a soft drink. Decline politely if offered: "No, thank you — I'll have water."

Paying the bill

Host normally pays. If you are the host, handle the bill discreetly. If splitting is suggested, offer to handle your share privately. Avoid talking money at the table.

If offered to pay and you are guest, thank the host and send a thank-you note after.

Handling mishaps

Spills: apologize briefly, assist in cleanup or get help discreetly.

Choking/minor accidents: follow first-aid procedures; ask for help if needed.

If food is inedible or allergic reaction occurs: stop eating, notify host discreetly, seek assistance if medical.

Cultural sensitivity -Local customs vary. In some cultures, finishing your plate is polite; in others, leaving a small amount shows you're full. If dining with people from another culture, follow the host's lead or research basic customs in advance.

Thank-you follow-up

Send a short thank-you message (email or note) to the host expressing appreciation for the invitation and hospitality.

Do's & Don'ts (dining)

Do: - accept the host's lead, place napkin on lap, chew quietly, offer thanks.

Don't: - reach across people, use phone at table, talk with mouth full, discuss private or offensive topics.

Quick templates & scripts

Meeting invitation (short):

Subject: Q3 Roadmap Meeting — Tue, 16 Sept, 10:30–11:30 AM

Hi Team,

Please join a meeting to finalize the Q3 roadmap.

Date/Time: Tue, 16 Sept — 10:30–11:30 AM

Location: Conference Room B / Teams link

Agenda:

- 1) Targets (10 min)
- 2) Budget allocation (25 min)
- 3) Next steps (15 min)

Please review the attached draft before the meeting.

Thanks, [Your Name]

Meeting minute's template (short):**

- * Date/Time:
- * Attendees:
- * Agenda items & key decisions:
- * Action items: (WHAT — WHO — WHEN)
- * Next meeting:

Dining RSVP / Thank-you sample (email):

Subject: Thank you for dinner yesterday

Dear [Host Name],

Thank you for the lovely dinner and the productive conversation yesterday. I appreciated the opportunity to meet you and discuss [topic]. I look forward to following up on [next step].

Warm regards,
[You're Name]

Polite decline of alcohol (at table):

“Thank you, but I’ll have water tonight.”

Asking for the bill (discreetly):

“Could we have the bill, please?” (Addressed to server or quietly to host if appropriate)

Quick checklists

****Before a meeting:**** agenda ✓ invite ✓ pre-reads ✓ roles ✓ tech check ✓ arrive early ✓
****Before a business meal:**** RSVP ✓ dress ✓ dietary notes ✓ punctual ✓ follow-up note ready ✓

If you'd like, I can:

Turn either of these into a ****one-page printable checklist**** (meeting / dining), or

Create 20 sample polite phrases****** for meetings + dining, or

Role-play a difficult dining scenario (e.g., guest arrives late, or a sensitive toast) with sample dialogue.

UNIT IV

Global Manners

here's a practical, country-aware guide you can use when travelling and doing business across regions.

It covers ****why cultural awareness matters****, ****general travel etiquette****, and ****region-by-region business etiquette**** (USA, Europe, Africa, Middle East, Latin America). I'll finish with a short ****prep checklist**** and action steps so you can use this right away.

Why cultural awareness matters

Respect & trust: - Observing local manners shows respect and builds rapport much faster than technical skill alone.

Avoiding faux-pas: - A small gesture (handshake, gift, and joke) can be polite in one place and offensive in another.

Smoother negotiations: - Many cultures value relationship-building before business; ignoring that can stall deals.

Safety & legality: - Some behaviors (public displays of affection, photographing certain places) may be illegal or dangerous.

Professional reputation: - Cultural ignorance can damage your personal and company brand — hard to repair.

General traveling & cross-cultural etiquette (universal principles)

1. Do your homework. Learn basic greetings, tipping norms, dress expectations, and major taboos before you go.

2. Learn 3–5 local phrases. “Hello”, “Thank you”, “Please”, “Nice to meet you”, and “Goodbye” go a long way.

3. Dress appropriately & modestly. When in doubt, lean conservative—especially at religious sites or formal business meetings.
4. Observe first, mirror second. Watch how locals greet, eat, or exchange business cards and follow their lead.
5. Respect personal space & gestures. Hand signals, eye contact, and touch mean different things across cultures.
6. Be careful with photos. Always ask before photographing people, religious sites, or military infrastructure.
7. Tipping & money: -Know whether tipping is expected, rude, or already included. Carry some local currency.
8. Etiquette for gifts: - Learn appropriate gifts, how to present them (e.g., with two hands), and whether gifts should be opened immediately.
9. Avoid sensitive topics. - Politics, religion, ethnicity and income are often taboo until you know someone well.
10. Apologize & recover gracefully. - If you make a mistake, a sincere apology and quick correction is usually accepted.

Business etiquette by region

United States (USA)

Style & priorities: - Direct, time-sensitive, results-oriented. Conversations move quickly to business.

Greetings: - Firm, brief handshake; eye contact; use first names once invited.

Punctuality: - Be on time; lateness is seen as unprofessional.

Communication: - Clear, concise, data-driven; don't beat around the bush. Emails are common; follow up promptly.

Hierarchy & formality: - More egalitarian than some regions — junior staff may speak up — but still respect titles in formal settings.

Small talk: - Short friendly topics (weekend plans, sports) are normal before/after meetings.

Gifts - Modest and rare in corporate settings; if given, avoid overly personal items.

Tipping & service: - Tipping is customary in the service industry (restaurants, taxis).

Quick do's/don'ts (USA)

* Do: Be on time, be direct, confirm next steps in writing.

* Don't: Assume formality forever — but don't be overly casual at first; never discuss salary or intimate personal matters.

Europe (general — but with big internal differences)

Europe is diverse. Below are general patterns plus key national notes.

General European points

Punctuality: -Northern and central Europe (Germany, Scandinavia, Switzerland) value strict punctuality; southern Europe (Spain, Italy) can be more relaxed.

Formality: Use titles and family names in formal contexts until invited to use first names.

Decision style: - Germans and Scandinavians like structure and facts; southern Europeans rely on relationships and discussion.

Meeting style: - Prepare thoroughly; expect candid professional debate in Northern/Central Europe.

Business cards: - Often exchanged; treat cards respectfully.

Country-specific highlights

Germany / Switzerland / Netherlands: - Formal, direct, very punctual, plan-focused.

United Kingdom / Ireland: - Polite reserve; indirectness and understatement are common. Small talk (weather) is normal.

France: -Formal etiquette, good manners, and polished presentation matter; expect thorough debate; avoid assuming familiarity.

Italy / Spain: - Warm, sociable; relationship-building and face-to-face meetings often preferred; later meal times and convivial lunches are common.

Scandinavia: - Egalitarian, low formality in hierarchy but high on punctuality and preparation.

Quick do's/don'ts (Europe)

* Do: Use titles in first meetings, dress smartly for important meetings, be punctual (unless you know local norms).

* Don't: Be openly loud or overly familiar in formal contexts; don't joke about national history or politics without permission.

Africa (very diverse — north, west, east, central, southern)

Africa is hugely diverse — treat country-level research as essential. Below are broad patterns and safe practices.

General African points

Respect & elders: -Many cultures place strong emphasis on age and status — show deference to elders and seniority.

Greetings matter: -Long, polite greetings are common and considered mandatory before launching into business. Skipping them can be rude.

Time: - "Event time" can be more flexible in many places; in business contexts, major cities and corporate settings may value punctuality more. Ask what's expected.

Personal relationships: - Business often requires established trust — invest time in relationship-building and repeated visits.

Language: English, French, Arabic, Portuguese and many local languages are used; a few local phrases can build rapport.

Hospitality: - Hosts may offer refreshments; accept at least a little to show respect.

Cultural taboos: -Avoid discussing tribal politics, colonial history, or ethnicity unless invited; be cautious with jokes.

Regional notes

North Africa (Morocco, Egypt, Algeria): -Islamic customs similar to Middle East — modest dress, conservative behavior, male/female interaction norms.

West & Central Africa: -Formal greetings, respect for elders, and titles matter; vibrant social norms and hospitality.

East Africa: - Mixture of Arab and African customs depends on country (e.g., Kenya vs. Ethiopia).

Southern Africa (South Africa): - More Westernized business norms in big cities but still be sensitive to local context and historical issues.

Quick do's/don'ts (Africa)

* **Do:** Greet fully before business talk, show respect to elders, accept small hospitality gestures.

* **Don't:** Assume uniformity across countries, avoid sensitive political or ethnic questions, don't photograph people without permission.

Middle East

Religious and cultural norms shape business and daily etiquette; conservatism and hospitality are important.

General Middle East points

Greetings: - Formal, often warm; handshakes common among men (may be softer), but be cautious about handshakes between genders — wait to see if the other extends a hand. A polite Arabic greeting: "As-salāmu 'alaykum" (response: "Wa 'alaykum as-salām").

Hospitality & relationships: -Personal relationships and trust are critical; long socializing and coffee/tea rituals are normal before business.

Dress & modesty: - Conservative dress required in many countries — men in suits, women with modest dresses and sometimes headscarves depending on country and context.

Hierarchy & formality: - Respect for rank and titles; decisions often made at senior levels.

Time & pacing: -Meetings may not run strictly to time; relationship-building can take precedence over immediate conclusions.

Prayer times & holidays: -Be aware of daily prayer times and Ramadan (fasting month) — schedules and availability change during Ramadan.

Business gestures & gifts

* Use right hand for greetings and passing items; present gifts with care and modesty; avoid alcohol-related gifts in conservative countries.

Quick do's/don'ts (Middle East)

* **Do:** Dress modestly, ask before initiating physical contact across genders, accept hospitality, use formal titles.

* Don't: Criticize religion or politics, use the left hand for giving/taking, photograph people without permission.

Latin America

Warm, relationship-centered cultures; personal rapport often precedes transactions.

General Latin America points

Personal warmth: - Handshakes plus a light cheek kiss or hug common in many countries (varies by formality and country). First names are used more quickly once rapport is built, but start with titles until invited.

Small talk: Expect more personal conversation — family, hometown, interests — as part of relationship-building.

Hierarchy & formality:** Respect for status and titles matters; decisions may be top-down.

Punctuality: Varies — business meetings in big cities often start on time, but some social/business contexts are more relaxed. Ask what's expected.

Business meetings: Face-to-face meetings and personal introductions are important; contracts may be negotiated later after trust is formed.

Gifts & gestures: - Small, thoughtful gifts are appreciated; public praise and compliments are well received.

Country-specific

Brazil/Argentina/Mexico/Colombia: - Warm, expressive communication and physical proximity are common; adapt to local style.

Quick do's/don'ts (Latin America)

* Do: Invest time in personal conversation, respect formal titles initially, be friendly and warm.

* Don't: Rush into business immediately, be overly blunt, or refuse invitations to social events without explanation.

Sensitive topics & universal taboos (quick list)

Religion, politics, national historical trauma — avoid unless invited.

Personal finances, salary, family issues — usually private.

Physical contact & gestures** — what's acceptable varies widely.

Taking photos of people, government sites, or military** — always ask.

Using left hand** — taboo in some cultures (e.g., parts of Middle East, Africa, South Asia).

If you think you offended someone

1. Apologize promptly and sincerely.** Keep it short and respectful.
2. Ask how to make amends** (if appropriate) — show willingness to learn.
3. Follow up in writing** if needed and adjust your behavior.
4. Reflect and research** before next interaction.

Practical pre-travel checklist (quick)

1. Research country-specific business and social customs.
2. Learn 5 local phrases (hello, thank you, please, excuse me, goodbye).

3. Check dress code and pack one conservative outfit.
4. Know tipping rules and local currency.
5. Check public holidays and prayer times that may affect meetings.
6. Prepare polite opening lines and questions for small talk.
7. Have business cards ready (consider local formatting).
8. Confirm whether gifts are appropriate and what to avoid.
9. Keep a cultural-sensitivity cheat sheet in your phone.
10. Plan for a little extra time — relationship building often takes longer than you expect.

Quick sample greetings (use politely)

Spanish: - “Hola — mucho gusto” (Hello — nice to meet you). Arabic: “As-salāmu ‘alaykum” — “Wa ‘alaykum as-salām” (Peace be upon you / And upon you peace). French: - “Bonjour — enchanté/enchantée” (Hello — pleased to meet you).

German: “Guten Tag — freut mich” (Good day — nice to meet you). (Use correct pronunciation and tone; locals appreciate the effort even if imperfect.)

Final thoughts

Global manners are not about memorizing every rule — they’re about **respect, curiosity, and humility**. If you approach new cultures with the intent to learn, apologize when you err, and follow local cues, you’ll be well received almost everywhere.