



**How you present yourself to others in the business world speaks volumes. Business etiquette provides a framework for building successful professional relationships and showcasing your professional presence.**

People form first impressions about others within seconds of meeting them—therefore, it is crucial to ensure you are properly prepared to present yourself as a professional. From introductions to meeting manners to how you treat your coworkers, here are some foundational tips on what you need to know when establishing relationships.

## **10 Tips on Business Etiquette [ [download](#) ]**

1. **Be on time.** Start out every interaction—employee, employer, colleague, business acquaintance—on a positive note rather than having to start out by apologizing for being late.

2. **Use “Please,” “Thank you” and “You’re Welcome.”** "Please" turns a demand into a

request. "Thank you" changes an expectation into an appreciation. "You're welcome" acknowledges the other person's thanks, rather than discounting it with a "no, thank you."

3. **Be prepared.** There's nothing more frustrating than having someone tie up a meeting because he or she hasn't done their assignment.

4. **Names and titles matter.** When you write to someone, double check that you have spelled their name correctly and have used their proper title. People don't like it when their names are mispronounced. Before you meet with someone for the first time, find out how to pronounce their name correctly.

5. **Treat people equally.** Be sure to treat each person with whom you interact, no matter what their role or position in the company, with respect. Make it a standard practice to be pleasant to everybody regardless of what the situation might be. Make sure your employees practice good etiquette with customers and with each other to be able to work in a friction-free atmosphere. Smiling, courteous service will improve business and encourage repeat customers.

6. **Focus on the people you are with.** Don't let your smartphone interrupt you when you are speaking with someone or in a meeting. Take control of your phone and be willing to turn it off.

7. **Always return calls.** Be timely in returning calls, either on the same day or within 24 hours. Even if you can't answer someone's question, let him or her know you have received the message and when you will be able to respond.

8. **Dress appropriately.** Businessmen and women have to be impeccably groomed and dress appropriately for the situation. Proper care averts a lot of embarrassment.

9. **Take responsibility for your mistakes.** It's not a question of *if* you are going to make a mistake at work, it's a question of *when*

. How are you going to handle it? Responsibility involves two critical steps: First, apologize sincerely. Second, offer a solution to the problem for which you are apologizing.

10. **Thank people twice.** At the end of a meeting, business meal or interaction, thank the person with whom you met verbally and then the next day send a note to reinforce your appreciation.

Click the link to download   
[10 Tips On Business Etiquette](#)

At Emily Post, we don't teach rules or preach protocol. We guide you in making an amazing impression over and over again that helps build better, stronger relationships that win business.

To learn more about our seminars, call Steven Puettnner at 802-860-1814 or email at [steven@emilypost.com](mailto:steven@emilypost.com)



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