



## 10 Tips on Business Etiquette

- 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 the assigned work.
- 4) **Names and titles matter.** When you write to someone, double check that you have spelled his or her name correctly and have used the 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 his or her name correctly.
- 5) **Treat people equally.** Be sure to treat each person with whom you interact with respect, no matter what role or position in the company they hold. Make sure your employees practice good etiquette with customers and with each other to be able to work in a friction-free atmosphere. This 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 saves 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 as you leave and then the next day send a note to reinforce your appreciation.