

BUSINESS ETIQUETTE

We are living in a society where you have only fifteen seconds to make an impression. Etiquette, manners and personal grooming are increasingly playing an important role to open the right doors for you. Successful Business relationships rely more than ever on personal contact. Courtesy, politeness, and service are necessary in all our business and personal relationships. The corporate sector in India is facing its biggest challenge, the global business challenge. Whenever you meet with clients, the way you conduct yourself; you present an image of yourself and the company. Your poise and professionalism affect all your business and social relationships. Your ability to relate positively and professionally to your colleagues and associates places you in the forefront.

Business etiquette is the art of knowing how to behave in a given situation and knowing how to interact with people, how is more important than what. Etiquette is the guideline for knowing how to behave appropriately in all situations. Good manners make good business. They are not optional; they are essential tools you must use everyday. Improve your skills if you wish to advance, rather than sabotage your career, particularly in business situations.



We are under pressure to do more in less time, without sacrificing the quality of our interaction with colleagues and clients. Our survival depends upon our knowledge and practice of good manners. Business etiquette is not about being rigid or stuck within the confines of the rules. Etiquette is better defined as guidelines for conducting business with ease, style and confidence.

You and your colleagues present your company's image wherever you go, during business hours and afterward.

FIRST IMPRESSIONS COUNT

The First 12 Words you speak should include some form of thanks if appropriate. When meeting someone for the first time, express your gratitude. Examples: Thank you for scheduling this meeting (or) it is a pleasure meeting you (or) I appreciate the time you have taken to arrange for us to meet.

The First 12 Steps you take should be those of confidence. Whether you're walking from the parking lot to an office building or down a hall corridor, walk with a purpose. People who

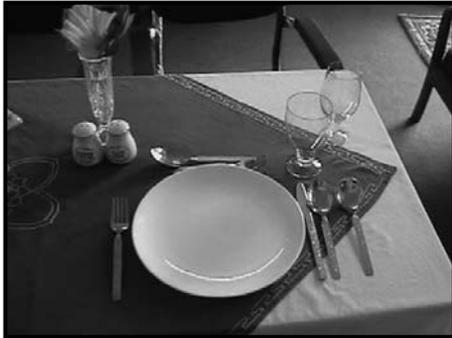


Table Setup



Meal in progress

Place your index finger about an inch down from the handle to help you press down firmly



Hold the fork in your left hand, prongs down.



Resting Position



Finished Position