

Manners

- Good manners show consideration & respect for others
- Manners sound like child's play, but they are a universal set of rules that, when used, gain you the respect needed to succeed both in college and in your future career
- Good manners, many times, will give you that competitive edge
- Etiquette & good manners do change over time, but COMMON SENSE will frequently be your best guide
- When in doubt, remember it is all about showing RESPECT!
- Keep in mind that etiquette/manners may vary with cultures. Many books and online resources are available
- If planning an international trip or expecting international visitors, take the time to educate yourself so you do not embarrass yourself or insult someone else

Etiquette is Gender-Neutral

- In business, men & women are to be treated equally
- The rules are the same for everyone, never be seen greeting or treating a woman differently than you just treated a man, or vice versa
- Regardless of gender, the same courtesies are expected

Punctuality

- Be that person who is always on time
- Take into consideration traffic, weather, & other factors that may affect your arrival. Build in a "cushion" of a few extra minutes
- If you are going to be late, try to contact the person waiting on you and let them know.
- We all hate having our time wasted, so do not waste someone else's. Being on time will never hurt you, but being late could easily result in loss of respect, job, pay raise, etc.

Meeting and Greeting

- Rise, if you are seated
- Smile and make eye contact
- Be ready to initiate a handshake whether you are male or female
- A good handshake should be firm, held for 2-4 seconds, and be palm to palm
- Repeat the other person's name in your greeting
- When meeting people for the first time, do not use their first name unless they give you permission

Introducing Yourself

- If you are in a situation where you do not know people and there is no one around to introduce you, do not wait! Take the initiative and introduce yourself to others
- Extend your hand to shake hands
- Do not look down; make eye contact and shake hands 2-4 seconds

- Introduce yourself, using your full name. For example: “Hi, I’m Mary Robbins. I’m a sophomore here at SIU majoring in Marketing and Public Relations”

Electronic Etiquette

Professional Telephone Etiquette

- When calling someone in a professional atmosphere, always have a definite purpose for calling
- Identify yourself at the beginning of the call
- Be aware of other’s time. Inquire first “Do you have a few minutes to talk about ...”
- Speak clearly; never eat, chew gum or smoke while using the phone
- If you are using a cell phone, try to get in a quiet area
- Return phone calls and text messages in a timely manner, regardless of a person’s status. Once again, it is all about respect
- Phone calls should not take precedence over an in-person meeting
- Turn the phone ringer off during a meeting, interview, or personal conversation with boss/coworkers
- If expecting an important call, tell your visitor at the beginning of your meeting that you may have to take a call, and then keep it as short as possible
- **Make sure your personal voicemail is appropriate**

Email

Basic Information

- Because of its efficiency, email has become a major form of business communication
- Once again, make sure the email address you are using is professional and appropriate
 - Avoid these types of email addresses: jediknight@yahoo.com, mac.daddy@siu.edu, or blonde_bonnie@hotmail.com
- Check your SIU/business email at least once daily
- Respond to email as soon as you can—within 24 hours ideally
- The subject line should indicate the topic of the email

The Message

- Begin with a salutation, such as Dear Ms. Smith, or Hello John, according to your relationship
- Grammar and spelling are important
- Use complete sentences with proper grammar and punctuation
- Reread your message and run spell check before sending
- Casual email styles that you use with your friends are not appropriate in business
- “You are invited” not “UR invited”
- Fill in the email address to the recipient last. This will help eliminate a message being accidentally being sent before editing, rereading, etc.