

Business Etiquette



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Topics

1. Appearance

Business/Business Casual

2. Social Graces

Introductions/Greetings/Handshake

3. Communication Skills

Conversation/Office Culture

4. Table Etiquette

Basic Manners/Eating Out

Appearance

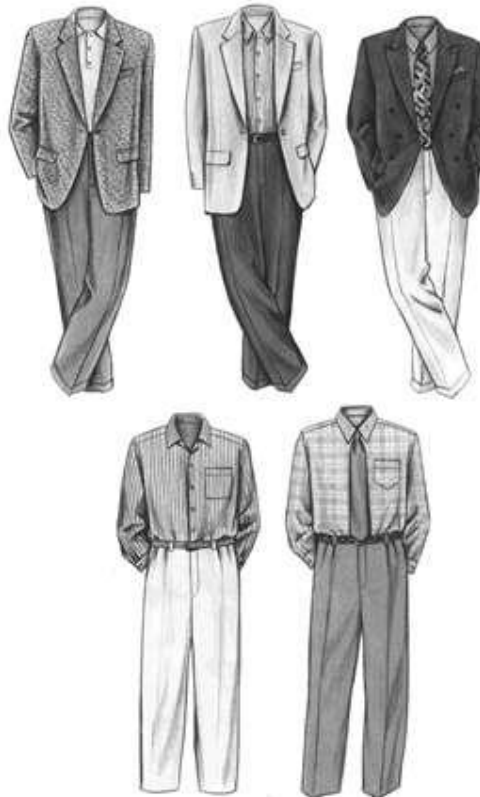


Your business image starts with the way you are dressed and is reinforced with your personal mannerisms.

Business Casual for Women



Business Casual for Men



Read the company's dress-code policies to put together a working wardrobe.

Introductions and Handshakes

In the business world, whoever is the **highest-ranking** person is introduced to everyone else in order of their position.



An exception is, that a **client** should be introduced first, even if you are with someone of higher rank within your company.

Social Graces

The quality of your life



is the quality of your communication.



Communication Skills

Your attitude is important, because it contributes to how well you will fit into the work environment.





Table Etiquette

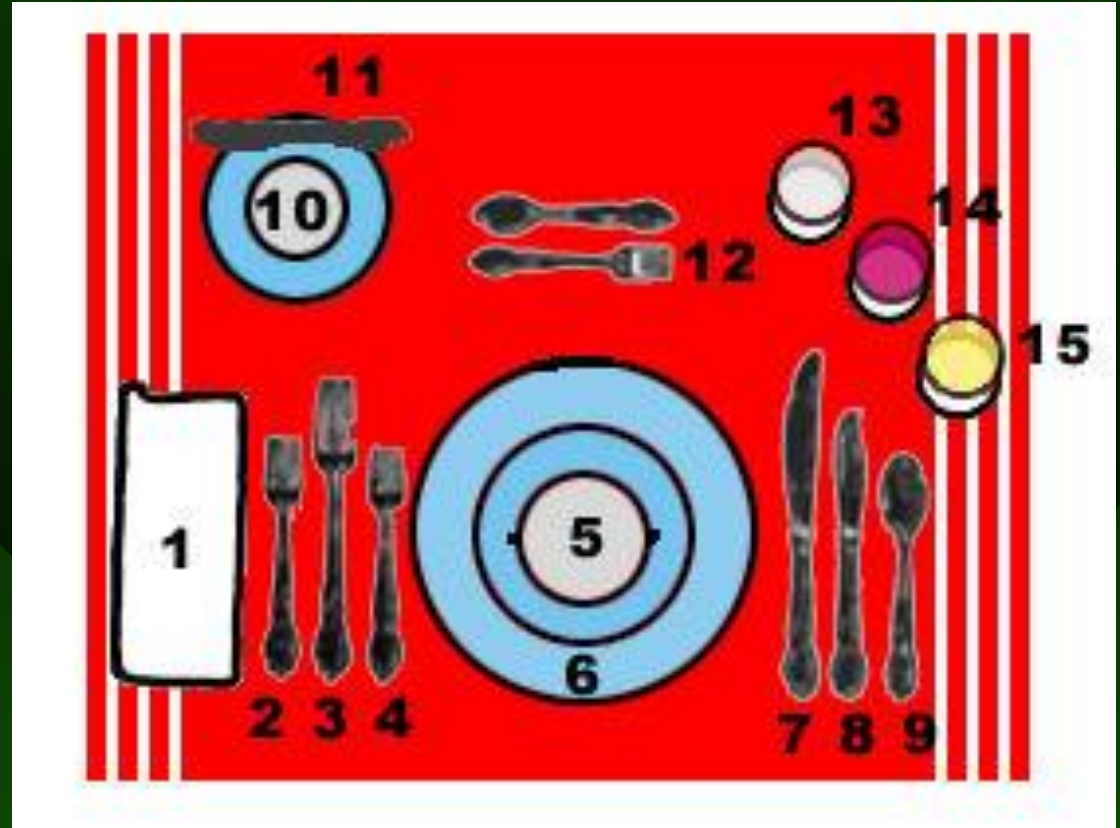
- Guests order first
- Enter your chair from the left and exit to the right
- Business is discussed after the food order is taken
- The person who extends the invitation, pays the bill



Table Setting

Formal Dinner Place Setting

1. Napkin
2. Fish Fork
3. Dinner or Main Course Fork
4. Salad Fork
5. Soup Bowl & Plate
6. Dinner Plate
7. Dinner Knife
8. Fish Knife
9. Soup Spoon
10. Bread & Butter Plate
11. Butter Knife
12. Dessert Spoon and Cake Fork
13. Sterling Water Goblet
14. Red Wine Goblet
15. White Wine Goblet



Basic Guidelines for Business Etiquette

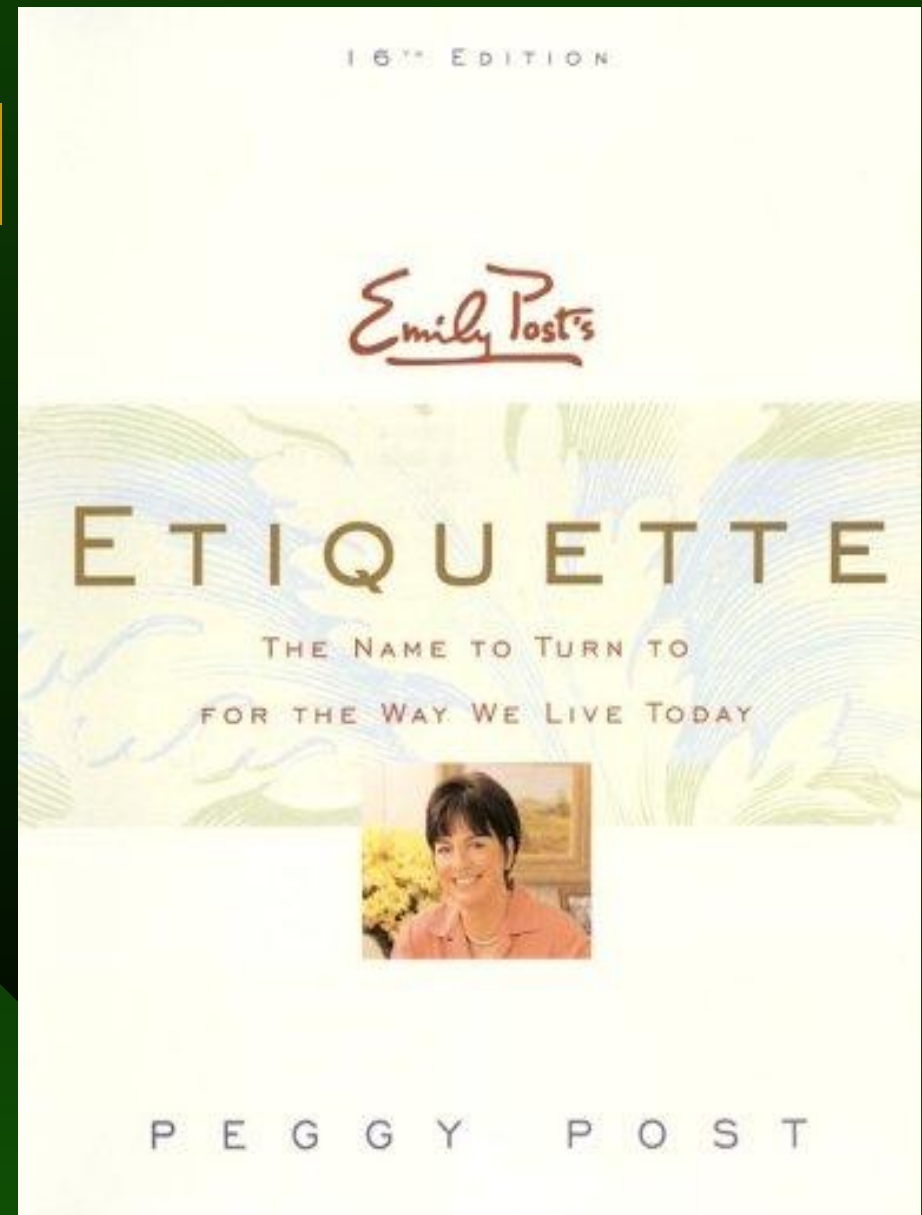
The references that follow offer different insights on business etiquette. So, it is worth your time to review several references to get a broader perspective.

Emily Post's Etiquette (16th Edition)

The New Manners

Business Etiquette for Dummies

Emily Post's Etiquette



New Manners for the 90s

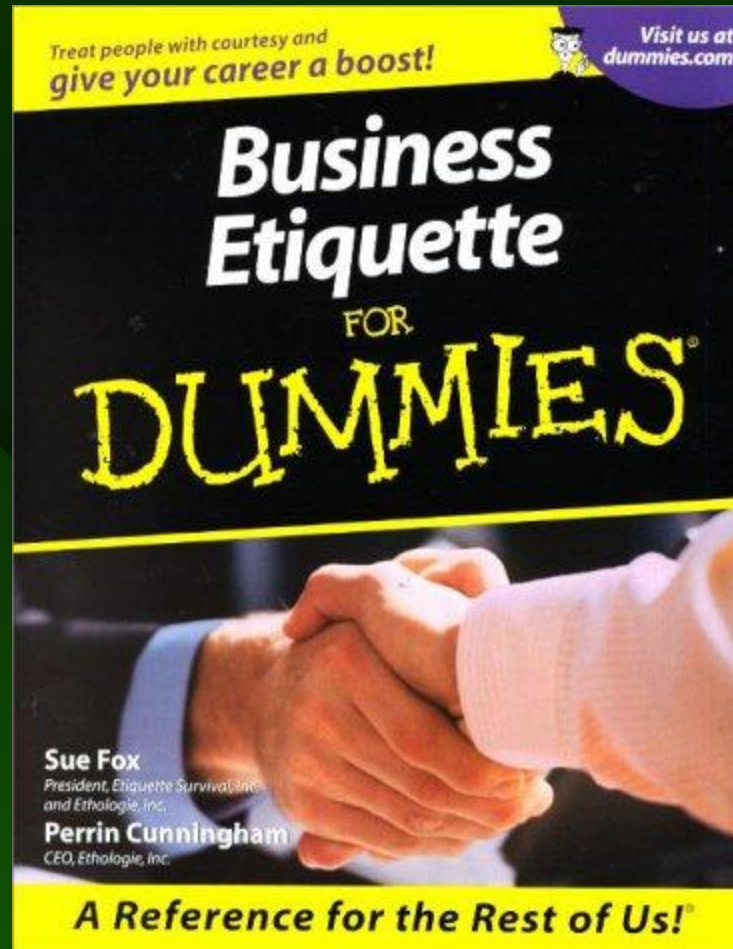
LETITIA
BALDRIGE'S

Complete Guide to
THE NEW
MANNERS



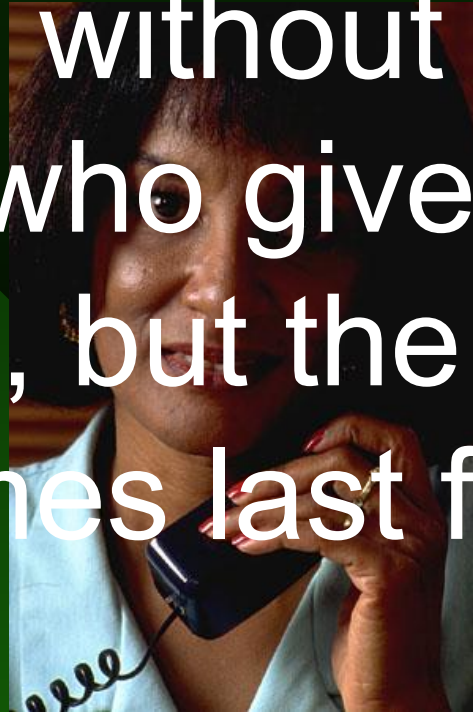
AUTHOR OF *Letitia Baldrige's*
New Complete Guide to Executive Manners

Business Etiquette for Dummies



Business Etiquette

A SMILE costs nothing, but gives much. It enriches those who receive, without making poorer those who give. It takes but a moment, but the memory of it sometimes last forever.



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