

“Now, more than ever, people need to live graciously,” says Dinyon. “Having good manners is always in style.”

1. Employee Etiquette is how you conduct yourself in your capacity as an employee to your **employer** and your **co-workers**

NEVER arrive at work drunk, smelling of alcohol or under the influence of drugs

Be **on time** for your job. Better still, be early

Be **respectful** to your employer

It's ill-mannered to wear **iPod buds** in your ears at work

Respect the **business goals** and help to achieve them

Respect the firm's **confidentiality** of information

Respect the firm's **clients'** confidentiality of information

Provide your boss with **information** as required

Keep your boss **well informed** in a timely fashion

Brush up on your **computer skills**.

Respect all other **employees**

Cooperate with your employer

Cooperate with all employees

Do not 'big note' yourself, there is no place for **arrogance** in this world

Wear **appropriate office attire**, for example correct footwear, not thongs (flip flops) - they are strictly casual or beachwear. No exposed midriff to display tattoos and body piercing. Be neat, clean and as conservative as the business requires

It is **extremely rude to arrive late** for a meeting. It is ruder still to not attend at all. Having a good excuse does not exonerate you

Do not dominate the meeting. All **communication** must take place through the chairperson

Do not **interrupt** another speaker

Pay **attention** to the proceedings quietly

Do not leave the meeting until it is **closed** by the chairperson

Answer your phone **pleasantly** even if you are having a bad day

Always **return** telephone calls and do so as soon as possible.

Show **consideration** for other people's feelings

Apologise if you are clearly in the wrong. If in doubt, apologise anyway. It's no big deal and **brings closure** to a fruitless event

Accept an apology **graciously** and with compassion

If there is **conflict**, do not get personal in your remarks

Keep **interruptions** to a minimum and always apologise if your intrusion is an interruption of a discussion, concentration or other activity

2. Office Etiquette or Office Manners is about conducting yourself respectfully and courteously in the office or workplace - **first impressions** are important! *You are the ambassador/s of the business*

Always act with honesty and **dignity**. Chewing gum and popping bubble gum in the presence of co-workers is neither cool nor dignified. **NEVER** do it whilst attending customers

Wear appropriate office **attire**, for example correct footwear, not thongs (flip flops) - they are strictly casual or beachwear

No exposed midriff to display tattoos and body piercing. Be neat, clean and as **conservative** as the business requires you to be

We are put off by **smelly people**. So, be sure to shower regularly and use a suitable deodorant

Do not **cough or sneeze** in anyone's direction. Use a tissue, if possible, to contain the germs and then say "Excuse me"

The **essence** of good manners and etiquette is to be respectful and courteous at all times and with everybody

Therefore, treat your co-workers, cleaners, maintenance people and others with **respect and courtesy**

Good office etiquette is **easily achieved** by using common courtesy as a matter of course

Keep your **interruptions** of others to a minimum and always apologise if your intrusion is an interruption of a discussion, someone's concentration or other activity

Show respect for each others workspace. **Knock** before entering

Show **appreciation** for the slightest courtesies extended to you

Be **helpful and co-operative** with each other

Brush up on your computer skills so that you can help others.

Speak clearly without shouting. **Loud** people are a vexation

Say, "**Please; Thank you; you're welcome**", as part of your everyday courtesy

Be discreet and compassionate in your **criticism** of a co-worker

Don't **gossip** about any co-worker's private life

Do not try to **sell things** to your colleagues

Don't **hover around** while waiting for a co-worker to get off the phone. Leave a note for them to call you or return later

It's not a good idea to take your **iPod** to your office. It hinders communication

Avoid **sexist** comments about a co-worker's dress or appearance

Surveys show that the office **know-it-all** proved to be the biggest gripe amongst co-workers. Don't be a know-all

Take **responsibility** for your mistakes, apologise and go about correcting it

Apologise if you are clearly in the wrong. If in doubt, apologise anyway. It's no big deal

Never **blame** someone else if it is your mistake

If your boss criticises your work, enquire about what precisely is wrong with it, consider the comments, discuss them amiably if you disagree with the comments but **defer** to the boss's opinion if he/she is adamant

The **boss** always gets the benefit of the doubt. Don't argue with the boss

Make new employees feel **welcome** and comfortable around you. Don't be a busy-body

Office etiquette means being **thoughtful** when interacting with your peers

Keep your work area **tidy**. Try not to be messy

Show consideration for other people's **feelings**

If there is **conflict**, do not get personal in your remarks

It is extremely rude to arrive **late** for a meeting. It is ruder still to **not attend** at all. Having a good excuse does not exonerate you

Do not **dominate** the meeting. All communication must take place through the **chairperson**

Do not **interrupt** another speaker

Pay attention to the proceedings **quietly**. Don't shuffle your papers

Do not leave the meeting until it is **closed** by the chairperson

Never be **petty** or small minded in your behaviour

Always be particularly respectful to those **older** than yourself even if they are junior to you in position. They are generally more **mature in judgement** and life's experiences and this deserves your respect even in the workplace

Practice good manners and office etiquette at every opportunity

'Mute' your **cell phone** in the office. No fancy ring tones

3. Business Etiquette is about how to conduct your business with **other businesses and clients** - by showing respect and consideration for them at all times

Your customers rely on your **expertise and knowledge**. So, be helpful and above all act with **honesty and integrity**

Show **courtesy and good manners** - always

Practice business etiquette at **every opportunity**; on the phone; face to face; with your clients and your suppliers and don't forget your employees. Without them you are nothing – not even a big fish in a small pond

Don't keep clients **waiting** while you wind up another task. Go out personally to ask for a brief deferment, apologise and invite them to use the facilities; tea, coffee, magazines or whatever else is on offer while they wait

Introduce people by name and with **dignity**. Make a brief statement of how they fit into the business

Never be caught without business cards. Hand them over with **pride and confidence** and don't forget to smile

If you use an [answering machine or voice mail](#) for incoming calls keep the outgoing message as **clear and concise** as possible with a minimum of options.

Leave the lengthy menu options to government departments and large organisations. **They seem to specialise in rudeness**. Good business etiquette is the last thing on their minds

If you play music while 'on hold', make sure the music is **soothing, gentle and non-invasive**. Jangly music frays the nerves and makes a difficult situation worse.

Repetitive verbal messages further antagonizes an irate customer

If you have a web site and provide **online help** make sure your 'help staff' are *helpful* and competent.

Be sure that they do not **take out their frustrations** on your clients and alienate them from you.

Always provide a separate email address for **complaints** to be reviewed by someone responsible and in a senior position. You may come in for some nasty shocks from this source (smile)

If you employ a **receptionist** to answer calls make sure that he/she is competent and will do so professionally and shows **courtesy to all callers**. Occasionally, ask your clients for feedback about this important first point of contact

Give them adequate **computer training**.

Always **dress smartly**, preferably in a suit for business meetings

Keep **calm**. Do not lose your cool

Don't **shout** or pound on the table – take a few deep breaths instead

Speak **softly and clearly** whilst making good eye contact

Business etiquette is to have respect for other people's **rights and feelings**

The old adage that *the customer is always right* still holds good

Apologise if you are clearly in the wrong. If in doubt, apologise anyway. It's no big deal and brings **closure** to a fruitless situation

Never answer a complaint or grievance with, "Unfortunately" (followed by an excuse).

Develop a reputation for *fixing problems fast*.

Say instead, "This is your lucky day, for I am going to sort it out right away." And then **make sure** you do

Accept an apology graciously and with compassion

If there is **conflict**, do not get personal in your remarks