

# **Business Etiquette**

## **(Professionalism in Business Part III)**

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**What makes human beings  
different from animals?**

**IT IS THE WAY  
THEY CARRY  
THEMSELVES IN  
THE SOCIETY**

**01**

Here comes the importance of manners and etiquette.

**02**

It is essential for an individual to behave in a responsible manner acceptable to the society.

**03**

People around us must not feel embarrassed by our behavior.

**04**

We should not behave irrationally or illogically in public.



# What is Etiquette?

Etiquette in simpler words is defined as good behavior which distinguishes human beings from animals.

Human Being is a social animal and it is really important for us to behave in an appropriate way. Etiquette refers to behaving in a socially responsible way.

Etiquette refers to guidelines which control the way a responsible individual should behave in the society.

# Need for Etiquette

- Etiquette makes we a cultured individual who leaves our mark wherever we go.
- Etiquette teaches us the way to talk, walk & most importantly behave in the society.
- Etiquette is essential for an everlasting first impression. The way we interact with our superiors, parents, fellow workers, friends, speak a lot about our personality and upbringing.
- Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty in the individuals. We becomes more responsible and mature. Etiquette helps individuals to value relationships.

# Types of Etiquette



**Social Etiquette**



**Eating Etiquette**



**Business Etiquette**



**Wedding Etiquette**



**Meeting Etiquette**



**Telephone Etiquette**



**Bathroom Etiquette**



**Corporate Etiquette**

## **SOCIAL ETIQUETTE**

It is important for an individual as it teaches us how to behave in the society.

Individuals must follow certain decorum while eating in public. Don't make noise while eating. We should not leave the table unless or until everyone has finished eating.

## **EATING ETIQUETTE**

## **BUSINESS ETIQUETTE**

Includes ways to conduct a certain business. Don't ever cheat customers. It is simply unethical.

## WEDDING ETIQUETTE

Wedding is a special event in everyone's life. We should ensure they behave sensibly at weddings.

Never be late to weddings or drink uncontrollably.

Refers to styles one need to adopt when he is attending any meeting, seminar, presentation and so on. Listen to what the other person has to say. Never enter meeting room without a notepad and pen.

It is important to jot down important points for future reference.

## MEETING ETIQUETTE

## TELEPHONE ETIQUETTE

It is essential to learn how one should interact with the other person over the phone. It is refers to the way an individual should speak on the phone. Never put the other person on long holds. Make sure we greet the other person. Take care of our pitch and tone.





## **BATHROOM ETIQUETTE**

Refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. Make sure we leave the restroom clean and tidy for the other person.

## **CORPORATE ETIQUETTE**

Refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. Don't loiter around unnecessary or peep into other's cubicles.



**ETIQUETTE TRANSFORMS  
A MAN INTO  
A GENTLEMAN**