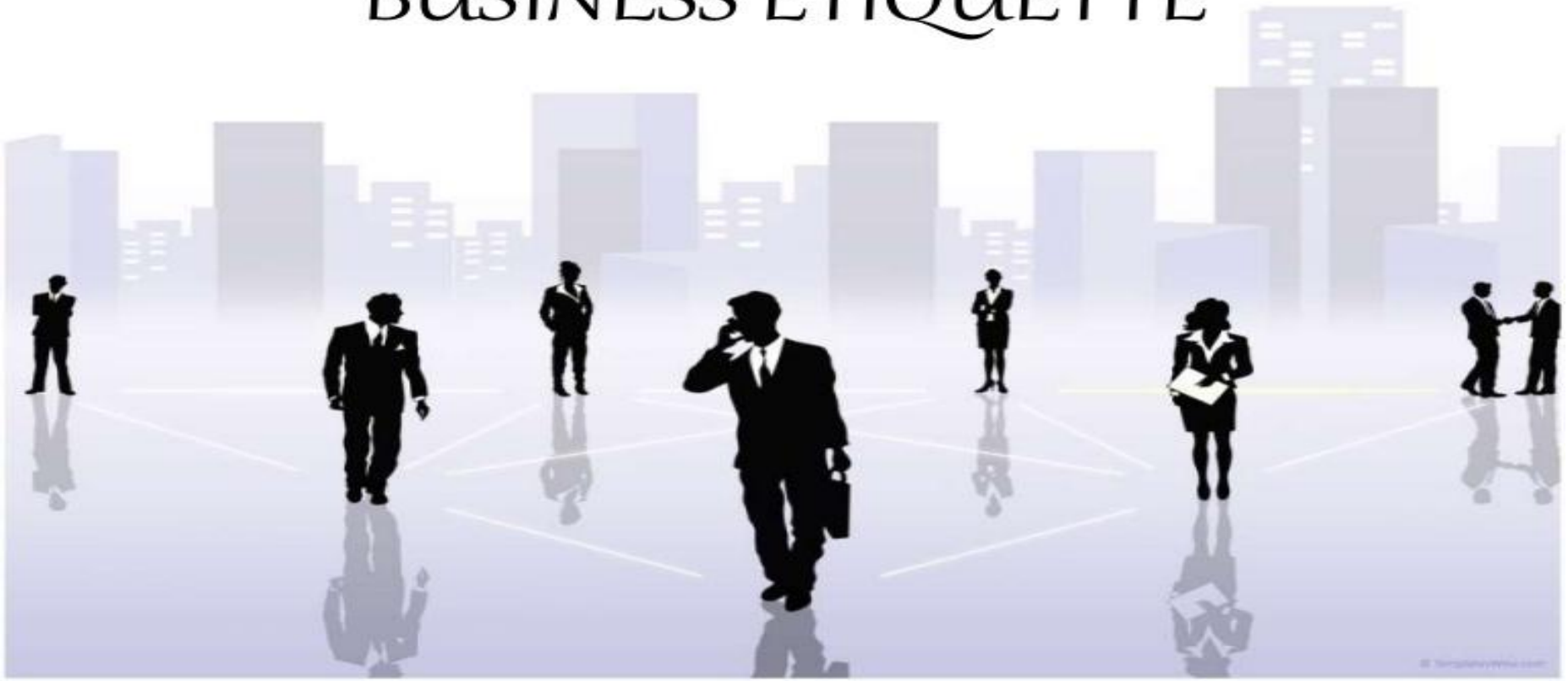
BUSINESS ETIQUETTE



Email etiquette

- Email etiquette is so new – the rules are evolving because of our increased use of email
- Some general rules of etiquette should be observed

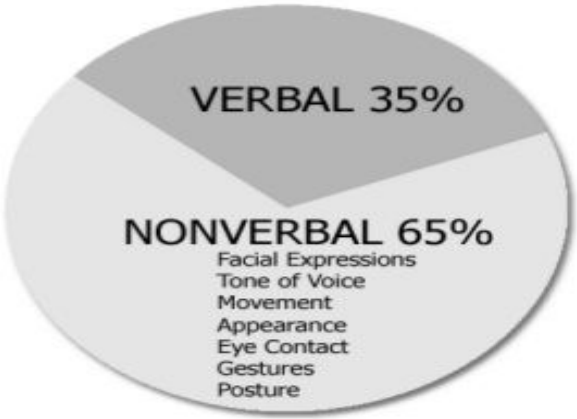
Need of Email Etiquette

- Professionalism
- Efficiency
- Protection from liability

BODY LANGUAGE

Types of body language

- Eye contact
- Face
- Posture
- Hand Gestures
- Personal space
- Body contact



Dining Etiquette

Telephone Skills & Etiquettes

Building the right Image for the Organization
Power of non-verbal communication
Importance of Tone, Speed and Volume over the Telephone
Importance of Active Listening
Handling difficult customers

Meeting Etiquette

List key tips under each part

- **Before – on arrival at premises**
- **At reception/entering the shop**
- **During the meeting**
- **After the meeting**

Dress Etiquette

- The Professional looks
- Dress for the part
- Simple but Classy
- Grooming