



FLORIDA STATE UNIVERSITY  
DIVISION OF STUDENT AFFAIRS

THE CAREER CENTER

# Business Etiquette

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# Career Readiness Competencies

- Oral/Written Communication
- Professionalism/Work Ethic
- Teamwork/Collaboration

# Ice Breaker!

Turn to someone next to you and share an example of a time when you (or someone else) has shown great business etiquette or not-so-great business etiquette.

*Think email, interviewing, workplace gossip, dining, etc..*

# What is Etiquette?

- Forms, manners, and ceremonies established as acceptable in a profession or group
- Some organizations have manuals to define acceptable behavior
- Includes work behavior, telephone or email etiquette, typical behavior for meetings, and dining

# Tip #1: Firm Handshake

- A confident and firm handshake promotes:
  - a positive first impression
  - confidence and professionalism
- Smile and make eye contact to build trust
- Use the person's name in your greeting

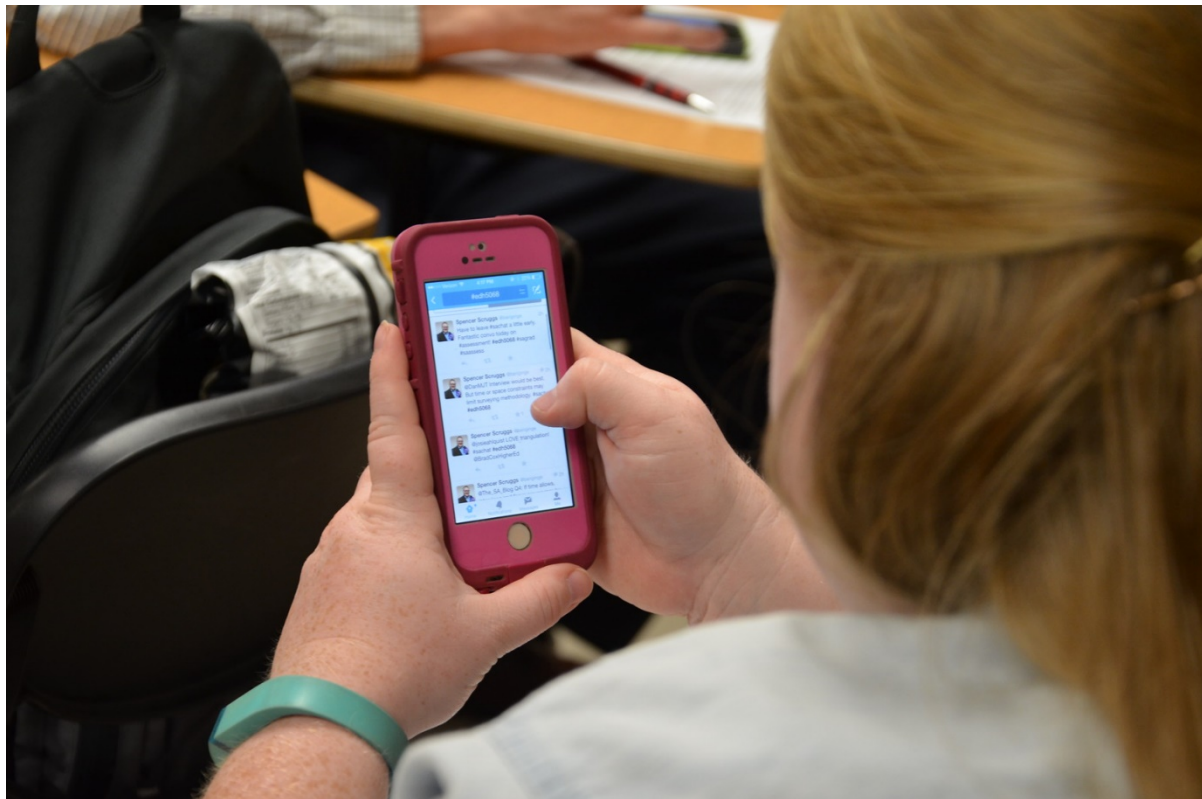


# Tip #2: Be Respectful

- Repeat a person's name in conversation to show you remember their name and value them
- Respect everyone in an organization: make conversation with those around you; be polite to everyone you meet
- Keep personal space in mind: people's personal "bubble" may be different than yours

# Tip #3: Know When to Put Your Phone Away

*Don't be distracted!*



# Email 101

## 9 Steps to a Professional Email:

- Write a meaningful subject line
- Keep the message focused
- Include a salutation & closing
- Identify yourself clearly
- Be polite—never write irritated
- Do NOT use text message language
- Respond promptly
- Proofread
- Show respect & restraint



# Workplace Etiquette

- Do not interrupt, eavesdrop, gossip or criticize others
- Promote positivity, not negativity
- Adopt a can-do attitude and remain solutions focused
- Be the change you want to see rather than complain about what you wish would happen
- Give credit to everyone who made a contribution to a project or event
- Observe the workplace culture
  - “On time” for a meeting = 5-10 minutes early
  - “On time” for an interview = 15 minutes early

# Workplace Etiquette Cont.

Make professional introductions such as this one below:

“Ms. Renegade, I would like you to meet Mia Peer, my co-worker on this account. Mia Peer, this is Ms. Renegade, our new client.”

## USE PROPER ETIQUETTE

Good business etiquette is essential at every phase in your career. Keep this advice in mind to make a great impression during the interview process, in the workplace, and as you advance in your field.

### WORK ETIQUETTE

Utilize the following principles when communicating with office employees

- **Be timely.** Arrive to work and meetings on time. Complete work assignments on time.
- **Be polite, pleasant, and courteous.**
- **Learn office politics.** Pay attention to the way things are done and appropriate office behavior.
- **Appear professional and well-groomed.** Dress for your next promotion or job.
- **Understand the chain of command** and demonstrate respect for management. To help with this, consider these four common expectations:
  1. The “boss” is your superior and maintains final judgment and/or approval of work decisions. Employees are expected to defer to the “boss” or management.
  2. Keep management informed. Transparent communication allows you to be sure you are taking the correct actions in your work. Do not overstep boundaries.
  3. Observe how employees are expected to share information in the organization. Consulting with your direct manager/supervisor – before communicating with the “boss” – is more professional and considerate.
  4. Remember that what you do and say reflects upon your manager. Employees are expected to work and behave in such a way that their managers are reflected upon positively.
- **Adopt a can-do attitude.** Those who accept challenges and display creativity are valuable.
- **Be flexible.** By remaining flexible and implementing change, you gain a reputation as a cooperative employee.
- **Give credit** to everyone who made a contribution to a project or event.
- **Do not differentiate** people by position or standing in an organization.



### SOCIAL ETIQUETTE

Both nonverbal and verbal behavior help to define your social skills. Using effective handshakes, maintaining eye contact, and making the proper introductions show good business etiquette.

#### Handshakes are vital in social situations.

- Develop a comfortable handshake and keep it consistent.
- Handshakes should be firm but not aggressive nor be forceful or limp.
- Make a solid connection with the web of skin between the thumb and the forefinger.
- The host or person with the most authority usually initiates the handshake.

#### Eye contact is critical when meeting people.

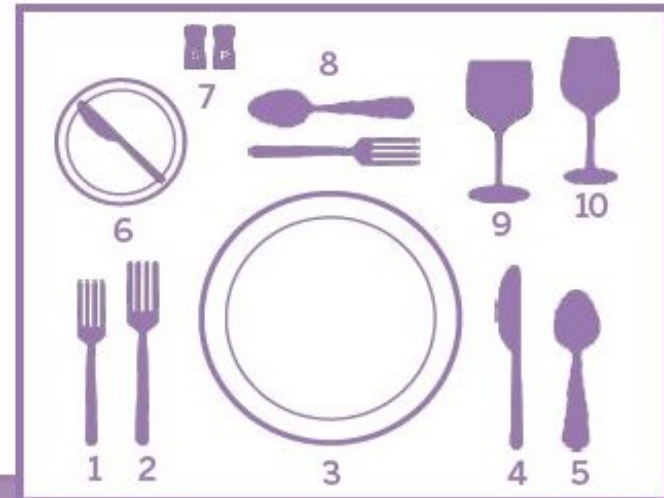
- Eye contact increases trust, shows respect for the person and business situation, and shows confidence and good interpersonal skills.

#### Proper introductions help establish a connection when meeting people.

- Authority defines whose name is said first. Say the name of the most important person first and then the name of the person being introduced. “Ms. Client, I’d like you to meet Mr. Colleague” or “Mr. Boss, I’d like you to meet my husband, John.”
- Introduce people in the following order: younger to older, non-official to official, junior executive to senior executive, colleague to customer.
- Keep the introduction basic.
- Remember names for future reference.
- Provide some information about the people you are introducing to clarify your relationship with that person.
- Always carry business cards.
- Keep written notes on people in order to follow up, both personally and professionally.

# Business Dining Etiquette

- Pre-Dinner Etiquette
- Table Settings
- Eating Styles
- Napkin Usage
- Ordering
- Table manners



- |                 |                        |
|-----------------|------------------------|
| 1. Salad Fork   | 6. Bread Knife/Plate   |
| 2. Dinner Fork  | 7. Salt/Pepper Shakers |
| 3. Dinner Plate | 8. Dessert Fork/Spoon  |
| 4. Dinner Knife | 9. Water Glass         |
| 5. Soup Spoon   | 10. Wine Glass         |

# Table Manners: Napkin

- Place napkin in your lap immediately after seated at a business dinner or after your host has taken theirs at a private function
- Do not shake it open
- Place napkin in your chair if you need to excuse yourself during the meal
- Finished eating - place napkin to the right of plate

# Table Manners: Ordering

- Ask host for suggestions
- Avoid spaghetti, fried chicken, large salads
- Avoid high end or low end prices
- If others order an appetizer you may order one also

# Table Manners: Eating

- Begin eating only after everyone has been served
- Bread and rolls should be broken into small pieces
- Taste your food before you season it

# Follow Up

- Write a thank you note or email within 48 hours.
- Be sure and express your interest and appreciation for the visit/event.

January 22, 2019

Name  
Title  
Organization  
Address

Dear Mr./Ms. Last Name,

Thank you for taking the time out of your busy schedule to talk with me about the \_\_\_\_\_ position with \_\_\_\_\_ company. I appreciate your time and consideration in interviewing me for this position. Our conversation confirmed my interest in becoming a part of your team. The information that you shared about the \_\_\_\_\_ was especially interesting to me, and I am excited about the possibility of applying my education and \_\_\_\_\_ skills to get the job done. \_\_\_\_\_ seems like an innovative and dynamic organization.

After speaking with you (and the group), I believe that I would be a match for this position, offering the quick learning and adaptability that is needed to be successful at \_\_\_\_\_.

I am very interested in working for you and look forward to hearing from you once the final decisions are made regarding this position. Please feel free to contact me if further information is needed. I can be reached at (850) 555-1234 or [sseminole@fsu.edu](mailto:sseminole@fsu.edu).

Thank you for your time and consideration.

Sincerely,

*Steven Seminole*

Steven Seminole



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# Networking

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# Networking

## What Is It?

Networking is about establishing and nurturing long-term, mutually beneficial relationships with the people you meet, no matter where you are.

## Why Do It?

Experts agree that the most connected people are often the most successful. When you invest in your relationships — professional and personal — it can pay you back in dividends throughout the course of your career.

**Networking will help you develop and improve your skill set, stay on top of the latest trends in your industry, keep a pulse on the job market, meet prospective mentors, partners, and clients, and gain access to the necessary resources that will foster your career development.**

Reference: TopResume, retrieved from <https://www.topresume.com/career-advice/importance-of-networking-for-career-success>

# 7 Tips for Successful Networking

1. Identify your networking “style”
  - Everyone is different and that’s okay!
2. Use your business etiquette; follow the rules
  - Don’t ask outright for a job or interview
3. Go online
  - LinkedIn & Twitter
4. Network with people you already know
5. Volunteer
  - Look into professional organizations or relevant non-profits
6. Make it a part of your routine
7. Follow up

# Things to Avoid

- Being unprepared
- Mass resume distribution/business card collection
- Only talking to “well-known” companies
- Forgetting to ask for introductions
- Escaping into your cell phone
- Not following-up, or following up too often
- Forgetting to say “thanks”

# Let's Practice

Walk up to someone, introduce yourself and ask a question.

JCPenney

# SEMINOLE SUIT-UP

**SUNDAY, MAR. 31 | 6:30-9:30 PM**



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# Have a Summer Internship? Need Funding?

Secured a Summer 2019 internship?  
Need additional funding to complete your experience?

FUND YOUR FUTURE BY APPLYING TO THE

## *Internship Fund*

Application deadline March 17th, 2019. For details &  
eligibility requirements, visit:

[WWW.CAREER.FSU.EDU/CCIF](http://WWW.CAREER.FSU.EDU/CCIF)

We will be awarding additional funds thanks to the  
generosity of :

SGA Sweepings Committee, \$10,000  
and the Family Connection Grant, \$500





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# How Did We Do?

[bit.ly/fsu2018](https://bit.ly/fsu2018)



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# Professional Clothing Closet

Students can obtain FREE professional and business casual attire appropriate for:

- Career Fairs
- Interviews
- Internships
- The workplace



View hours of operation at  
[career.fsu.edu/ClothingCloset](http://career.fsu.edu/ClothingCloset)



# Drop-In Career Advising

Monday – Friday, 9 a.m. – 4:30 p.m.

\*Available Tuesdays until 8 p.m. (Fall & Spring semesters)

\*\*Closed Fridays, 1:30 – 2:30 p.m. (Fall & Spring semesters)



View expert-guided videos at  
[career.fsu.edu/CareerSpots](https://career.fsu.edu/CareerSpots)

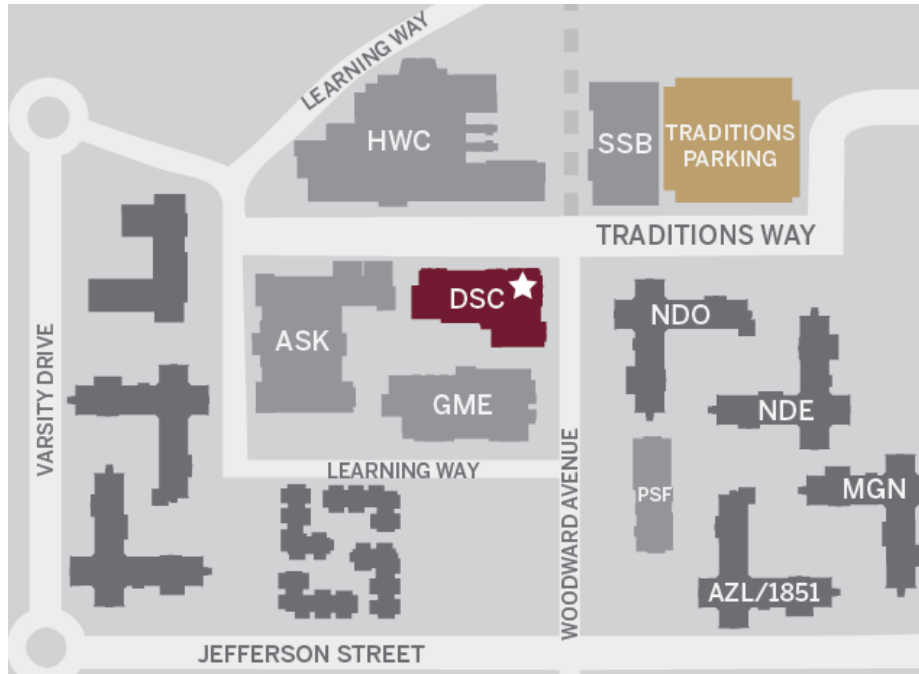


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# The Career Center

Located in the Dunlap Success Center (DSC) across from Dorman and Deviney Halls, next to the Health and Wellness Center.



100 South Woodward Avenue, Tallahassee, FL 32306

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