



Ministry Of
Tourism



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Professional Etiquette



What is Etiquette??

Webster's II New College Dictionary defines Etiquette as:

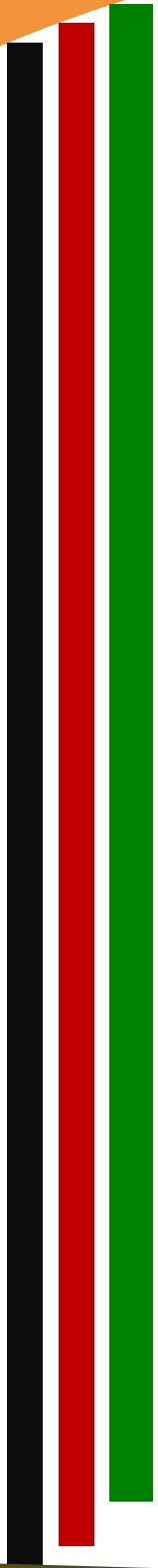

The forms and practices prescribed by social convention or by authority.

Does How Etiquette Benefit You?

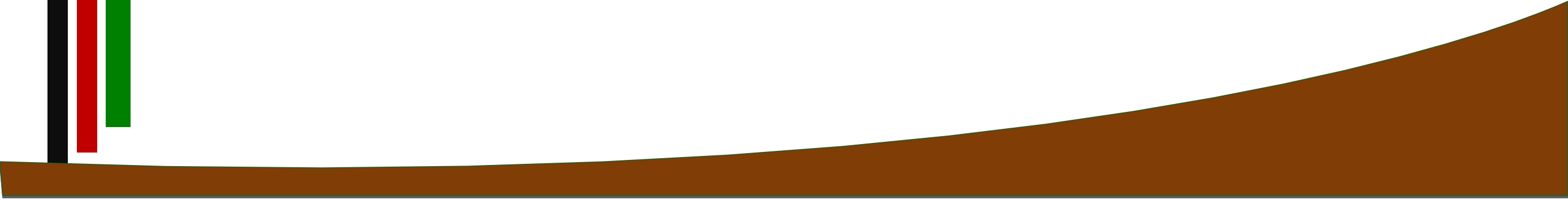
- Differentiates you from others in a competitive job market
- Enables you to be confident in a variety of settings with a variety of people
- Honors commitment to excellence and quality
- Modifies distracting behaviors and develops admired conduct

“Be one step ahead, practice the social skills necessary to help you make a great first impression and stand out in a competitive job market”.

-Kenneth-



Critical Etiquette Topics to Consider

- Etiquette Basics
 - Professional Appearance
 - Office Etiquette
 - Networking
- 



Etiquette Basics

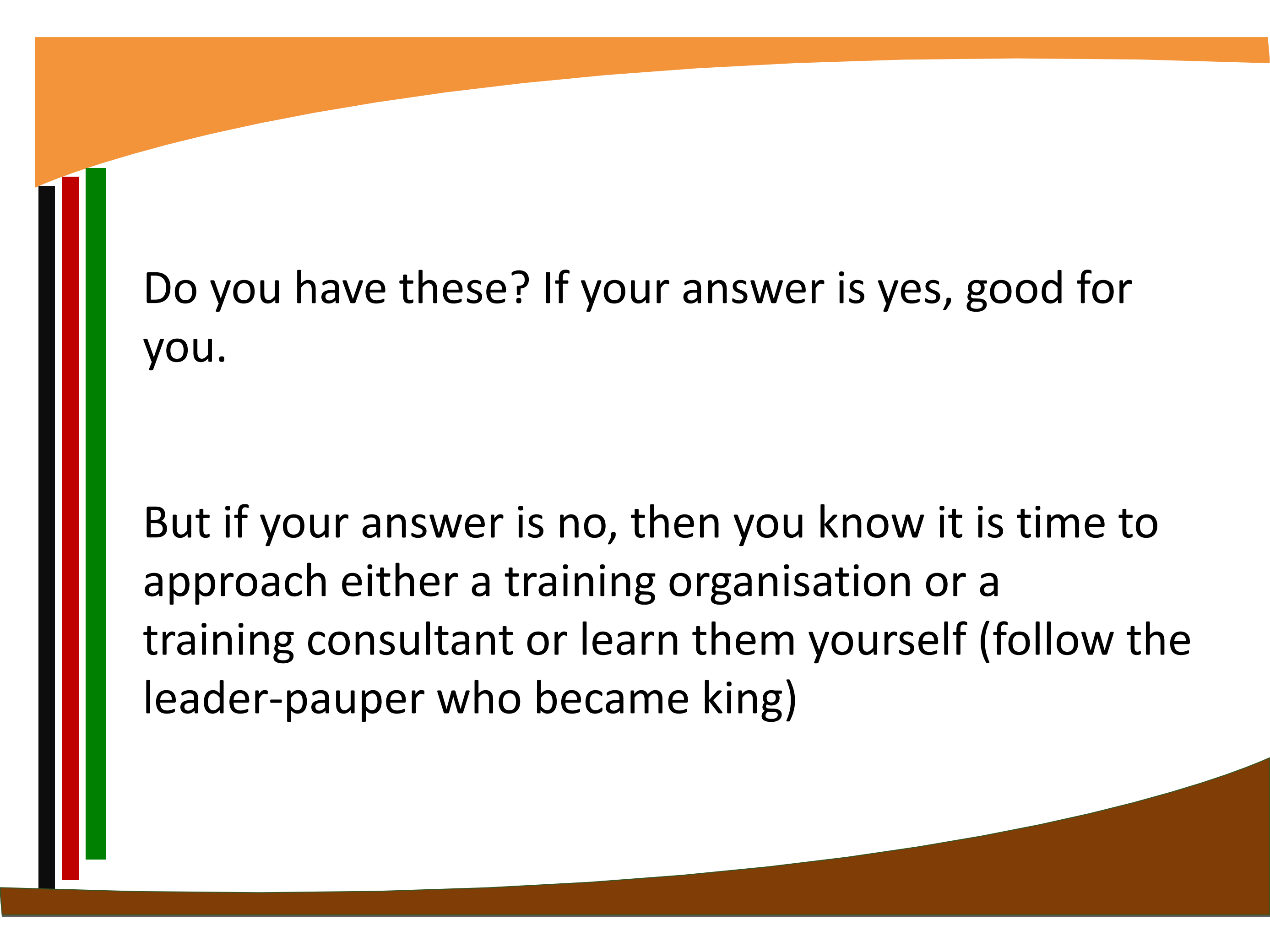
- Technical and job-related skills are a must, but they are NOT sufficient when it comes to progressing up the ladder.
- With the traditional paternalistic style of leadership becoming passé, professional managers expect their teams to be proactive and communicate openly.
- "Soft skills are very important in business. It is essential to be technically sound, but one should also have the ability to convey the idea to the masses in the simplest possible manner,"

Etiquette Basics

(Creating a positive image)

Behaviour:

- Exhibit a positive attitude and pleasant demeanor
- Use a firm handshake
- Maintain good eye contact
- Appropriate introductions – introduce someone by their title and last name (Ms. Mrs. Mr. Dr. Swami), unless otherwise specified
- Rise when you are introducing someone or you are being introduced
- Nonverbal communication is important
- Show common respect and consideration for others



Do you have these? If your answer is yes, good for you.

But if your answer is no, then you know it is time to approach either a training organisation or a training consultant or learn them yourself (follow the leader-pauper who became king)

Will formal training enhance your soft skills?

There is a lot of argument in the industry as to whether it is possible to enhance soft skills in a few hours of training, especially when one considers the fact that a person has lived with those traits all his life. To this, the answer is harsh but real -- a professional who wants to do well in his/ her career does not really have a choice

Professional Appearance

Grooming is fundamental

- Hair clean and styled appropriately
- Clean nails, skin and teeth
- Many professionals wear make-up
(depends on field)
- Check fragrance and clothing care

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Professional Appearance

Wardrobe

Professional Business Wardrobe

-For women: skirted/pant suit, blouse or dress shirt, sari, salwar-kameez, clean and well maintained dress shoes (generally closed-toe shoe)

-For men: suit, dress shirt, tie (well maintained dress shoes)

Outerwear

-Appropriate for women/men: Trench coat, umbrella

Professional Work Attire



Professional Appearance

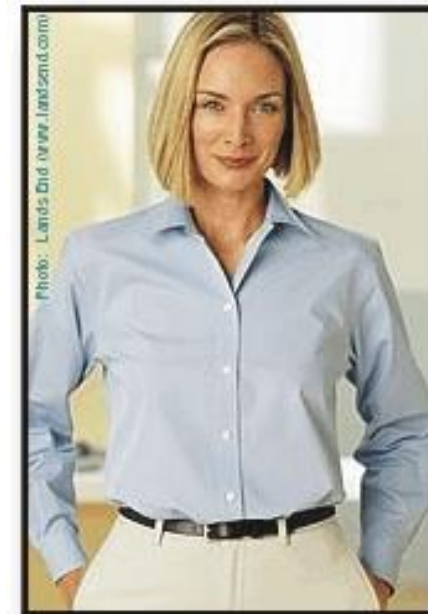
Business Casual Wardrobe

For women: dress pants, shirt, blouse, sari well maintained dress or casual shoe (no tennis shoes, flip flops, etc.)

For men: slacks/khaki pants, polo shirt, or other collared dress shirt, well maintained dress or casual shoes (no tennis shoes, flip flops, etc.)

****NOTHING SLOPPY****

Casual Work Attire



Office Etiquette

Telephone –

Use appropriate tone of voice

Maintain a positive attitude

Remove slang terms and use good listening skills (Yea)

Take complete phone messages (name, date, time, reason for calling, where they can be reached)

Cell phone – TURN IT OFF

Office Etiquette

Email –

Make subject line specific

Address emails

Reply to a question- copy question into your email and then provide your response

Follow standard writing guidelines - business letter format as a professional courtesy

Keep it short and concise

Include your name and contact information

REMEMBER – **NOTHING** is confidential when sent electronically

Office Etiquette

Cubical –

Keep in mind that others work around you

Professional business calls only

Use your “inside voice” when on the phone or speaking with a co-worker

Remember cubical conversations and calls can be heard by others (use discretion and good judgment as there is no “free air space”)

Office Etiquette

Attending a meeting –

- - Be on time or call if you are delayed
 - Listen carefully
 - Come prepared
 - Be concise and articulate when speaking
 - Show respect

Office Etiquette

Get to know the work culture –

- Unique sets of norms (breaks, lunch, meetings, workplace politics, etc.)
- Find out what the organization values, philosophy of conducting business, work ethic, etc.
- How and when do effective people communicate in the organization?

Office Etiquette

- What is expected of you?
- Don't talk too often about "Bygone Days" –the faster you shed your previous identity, the more easily you will begin to work in the new setting.
- Find out about the "informal" chain of command

Office Etiquette

- *Making a positive impression* –
 - Recognize that what you do early on will be magnified
 - Remember your manners
 - Be ready to learn, adapt and change
 - Exercise professional maturity by showing good judgment and build good relationships

Office Etiquette

- Show a healthy respect for colleagues experience and expertise
- Exhibit a positive attitude and know what your role will be on the team – How can I best assist?
- Leave your personal life at the front door
- Inquire about the proper way to respond to co-workers, supervisors, clients (Business letter head, phone call etc.)



What is Not Appropriate?

No swearing

No loud or obnoxious behavior

No crude comments or topics

Subjects to avoid: health, gossip, love life, politics, religion, race and inappropriate stories or jokes



Networking

BREAK OUT OF YOUR COMFORT ZONE

- Mingle – Mingle – Mingle – Mingle – Mingle
 - Don't travel with your friends
 - Make direct eye contact, smile and speak
 - Contribute positively to the conversation with your thoughts and open ended questions
 - Don't monopolize someone's time –
 - (This is not a time to gain free advice.)
 - If appropriate, collect business card(s)
 - Politely excuse yourself and move on to another individual