



# Business Etiquette





**What is The Difference Between  
Etiquette And Manners ?**



Etiquette



GOOD  
MANNERS

**What is The Difference Between Etiquette And Manners ?**



**Etiquette** is a code of behavior based on situation or place.



**Manners** are socially correct ways of acting.





## Activity 1: Complete the Puzzle



**Manners**



**Etiquette**



1. Use a small fork for eating salads

2. Saying thank you for the gift

3. Greet everyone, Offer a Handshake & Eye contact

**Manner**

**Etiquette**

4-Answering work phone by Name of you and Your company's

5. Helping old man to cross the street

6. Apologize when making mistakes





**What is Business Etiquette ? and what is the need for it?**





It is a **set of rules** that govern the way people interact with one another in business, with customers, suppliers, with inside or outside bodies.

# Business Etiquette Rules

A. Employee Etiquette

B. Workplace Etiquette

C. Customer Service  
Etiquette



## A. Employee Etiquette

**MAKE A  
GOOD FIRST  
IMPRESSION**



**Research first**



**Punctuality**



**Smile & Eye Contact**



**Confident Body Language**



**Be positive**



**Dress Code and hygiene**



**Business Professional**

# Business Dress Code



**Smart Casual**



**Business casual**



**Casual**



**Business formal**



**Business Professional**

## **Business Attire** **In Banking Sector**



**Smart Casual**







## Activity 3: True or False



# Business Professional

## ATTIRE

 TRUE

 FALSE



FOOTWEAR

 FALSE

 TRUE





# Smart Casual

## ATTIRE

**X FALSE**

**✓ TRUE**





# Smart Casual

## FOOTWEAR

2



# Business Professional

# Smart Casual

## HAIR, MAKEUP & ACCESSORIES





## Business Professional

## Smart Casual

SOCKS



Shoes

Paints

Shirt



**You will never get  
a second chance  
to make a first  
impression**





## **B. Work place Business Etiquette:**

**Business etiquette rules that you'll want to abide by in the office .**

**By Implementing these etiquette tips will improve your credibility with your co-workers .**



# Keep your workspace neat



DOs



DON'Ts





## Greet everyone & introduce others



**DOs**



**DON'Ts**





## Pay attention to Names



DOs



DON'Ts





## Using Cell Phones at work



DOs



DON'Ts





# How to Treat your Manager & Colleagues



DOs

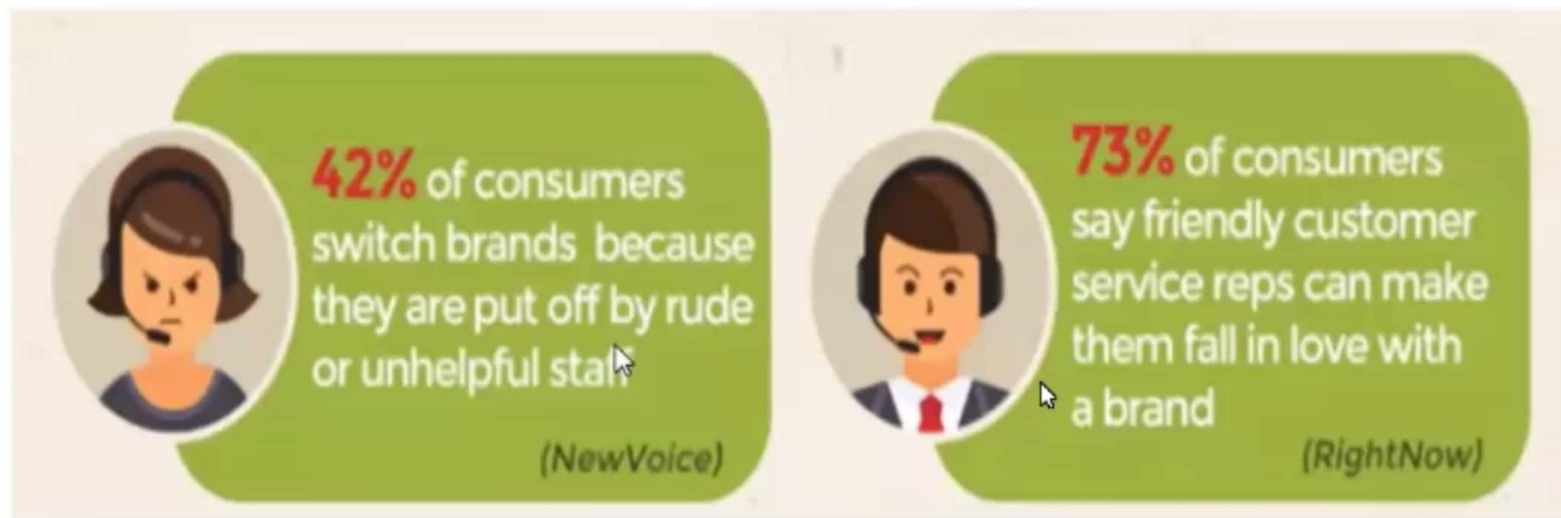


DON'Ts





## Why Customer Service Etiquette Matters ?





## Activity 4: Can You Find the Mistake ?

Can you find the  
the **mistake**

1 2 3 4 5 6 7 8 9





## Be Ready

- ✓ Greet Every customer with a smile.
- ✓ Use appropriate greeting.
- ✓ Be well dressed
- ✓ Say "Please" and "Thank you" and Do it often.



## Be Professional

- ✓ Be Mentally present when interacting with the people you serve.
- ✓ Ask for permission
- ✓ Don't Treat Customers as Transactions.





Research

Punctuality

Smile & Eye Contact

Confident Body  
Language

Be positive

Dress Code



Be Ready

# Business Etiquette



Be Professional

Work Place

Attention to Names

Introduction

Mobile Phones

Dealing with  
Colleagues

# ONE LAST WORD

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- A. Employee Etiquette
- B. Workplace Etiquette
- C. Customer Service Etiquette



Business Etiquette Rules



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and what is the need for it?

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