

NETIQUETTE FOR E-MAIL

- Subject line should be specific and not “Hi” or “Just for you”.
- Never leave off a greeting and/or closing. Address and sign e-mails.
- When replying to a question, copy only the question into the e-mail and then write your response.
- Don’t forward messages with three pages of mail-to-information before they get to the content. When forwarding, delete all the “Memo to,” “Subject, Addresses, and date lines.
- Don’t forget the rules of spelling and grammar.
- Never use ALL CAPITALS... to intense.
- Be careful when responding to an e-mail message by clicking on “reply” or “reply all” “Reply all will go to everyone that received the e-mail message.
- Always read e-mail before it goes out because with e-mail, your tone could easily be misunderstood.
- Reply to e-mail messages as quickly as possible.

BUSINESS ETIQUETTE

“ The most important thing to remember is that if you make an effort to make the people around you feel comfortable and valued, you have been successful regardless of whether you have followed all the recommended rules for business etiquette. ”

INTRODUCTIONS

- Always introduce people who have not met, even if you forget names and blank out on the proper procedure.
- When introducing a person outside the company to an employee, begin with the visitor first.
- Introduce a lower ranking person to a high-ranking person.
- Use the name of the higher-ranking person first.
- Providing additional information in an introduction helps put others at ease.
- Always wear name tags on right shoulder

TELEPHONE MANNERS

- If you dial a wrong number apologize, don’t just hang up.
- Identify yourself to anyone you call.
- Avoid making business calls to someone’s home.
- Don’t eat while talking on the telephone.
- Leave others on “hold” for short times only.
- Answer a line by giving your name and department.
- A person with an appointment has priority over a caller.
- Wait to enter an office when someone is on the telephone.
- When transferring a call, give the caller the name, title, division, and extension number of the office where you are transferring the call.

Family & Consumer
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CONVERSATION

- Before a gathering, learn the names of important people who will attend.
- Stand about four feet from people during a conversation.
- Maintain good eye contact: do not let your eyes roam around the room.
- Never interrupt people while they are talking.

APPOINTMENTS

- If you are delayed, notify the other person.
- Hosts, whether men or women, help visitors off with coats and open doors for them.
- Conversational small talk is appropriate before and after a meeting, but not during.
- When concluding a meeting, host should stand up and offer a handshake.
- If the office is in a maze of corridors, see visitors out to the elevator.

Tips

- Waiters earn a very low hourly wage so it's important to leave a percentage of the bill in the form of gratuity.
- Leave fifteen percent of the total bill in a moderate restaurant. Twenty percent is common for a very expensive spot with exceptional service.

TABLE MANNERS

- These apply to Americans and most of Europe. If you're elsewhere, do some research before hand.
- The fork goes on the left. The spoon and knife go on the right. Food items go on the left, so your bread plate is on your left. Drinks, including coffee cups, should be on the right. When sitting at a banquet table, you may begin eating when two people on your left and right are served. If you haven't been served, but most of the table has, encourage others to start. Reach only for items in front of you; ask that other items be passed by a neighbor. Offer to the left; pass to the right, although once things start being passed, go with the flow.
- Unfold your napkin and place it in your lap as soon as everyone is seated. Lay a large napkin across your lap folded in half with the open edges toward you.
- Men should not tuck a napkin into their belts.
- Use the napkin frequently to blot your lips. If you wipe your mouth before sipping from a glass, you will remove any make-up, oil or food particles, which might stick to the rim of the glass.
- Posture – Sit erect when you eat. Adjust your chair a comfortable distance from the table and keep your elbows at your sides. It is no longer a criminal offense if you rest your forearms on the table between courses. Many restaurants are noisy, and leaning forward helps conversation.
- *Leaving the Table* – If you must excuse yourself during the meal, signal the waiter you intend to return by making a X with the knife and fork
- If you leave the table briefly, leave your napkin to the left of your plate, slightly folded over.
- You can also leave your napkin in the chair
- Updated etiquette states that whoever does the inviting pays the check.
- Workplace etiquette has other rules. If a man arrives at a door with his arms loaded, a businesswoman opens the door for him. In the new world of manners at work, people help each other when needed.

DRESSING IN BUSINESS

- Know the business' dress policy and conform to it.
- Keep clothing and accessories simple.
- Clean, well kept, pressed clothing say you care about yourself and your job. Don't forget to polish your shoes!
- Too conservative is better than too faddish. Extremes in style of clothing, hemline, hairstyles, do not belong at the office.
- Pay attention to the fit of your clothes. Anything too tight, too low, too short, etc. can send the wrong message.
- Strive for a "Well put together" look. For the women, carefully coordinate clothing, hosiery, shoes, handbag and other accessories. For men, the same is true for suits/sports coats and pants, shirt, tie, belt and shoes. If the wardrobe is carefully planned there should be articles of clothing that can be mixed and matched to create many outfits.

HANDBAGS / BRIEFCASES

Do not leave handbags or briefcases on the table. It clutters the table, and it is not sanitary.

Small bags can rest on the lap,