Professional Business Etiquette

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Program Objectives

- Create an awareness of the importance of good manners, courtesy, and respect in the work environment.
- Introduce basic etiquette to participants
- Instill a sense of self-confidence and poise in participants so they will feel at ease in the various social, interview, and employment situations they will encounter.
- Provide a framework for comfortable, considerate, and respectful interaction with others.
Introduction

“Good manners are part of working smart. They are the keystone of an efficient, smooth-working organization and are a combination of common sense and consideration for others. A person with good manners makes his or her employer’s image shine; people want to do business with that person.

Good manners make the surroundings a better place in which to work and contribute to optimum employee morale. They create an environment in which a code of ethics is accepted as a vital component of the organization’s culture.

On the other hand, sloppy manners, a lack of awareness, and an absence of caring are highly visible on any job and make everyone present extremely uncomfortable.

Students should begin sharpening their awareness of good human relations and personal skills during college years, so the transition to the working world is made with finesse, not discomfort.”

Letitia Baldrige, Author of Letitia Baldrige’s Complete Guide to Executive Manners
The Art of Conversation

Many people panic at the thought of making small talk. A good conversationalist makes people feel comfortable by being able to make small talk, whether you are sharing a ride with your boss, meeting new people at a party, or talking about someone other than business at a lunch meeting.

Steps to follow in becoming an effective conversationalist:

Contributing to discussions
Look at the people who are talking
Wait for a point when no one else is talking.
Make a short appropriate comment that relates to the topic being discussed.
Choose words that will not be offensive or confusing to others.
Give other people a chance to participate.

Maintaining the conversation
Keep a relaxed but attentive posture. Nod your head to give ongoing encouragement.
Ask follow-up questions that pertain to what the other person has just said.
Avoid fidgeting, looking away or yawning.
Don’t interrupt the other person. If interruptions occur, say, “Excuse me,” and let the other person finish.
Take your turn in the conversation, but be careful not to dominate or exaggerate.

Closing the conversation
Change topics only when everyone appears to be finished talking about a particular issue.
Change to a conversation topic that somehow related to the previous one, if possible.
Allow everyone a chance to participate.
If it is time to leave the table or room, wait for a comfortable break in the conversation.
Stand and say, “Excuse me...” or, “It was very nice talking to you...”

Taken from: www.boystownpediatrics.org

A good conversationalist:
Is well informed and talks on a broad range of subjects.
Does not have “tunnel vision” and keeps abreast of the major news in the world.
Is able to make a fast switch.
Shows interest in what other people do for a living.
Adjusts to the person with whom he/she is talking.
Makes a statement based on knowledge and experience, not just conjecture.
Looks at a person straight in the eye when talking to him/her.
Avoids correcting another’s grammar or pronunciation in public.
Shows genuine interest in good news about colleagues.
 Doesn’t interrupt.
Knows how to question a stranger in a friendly rather than prying way.
 Accepts comments gracefully.
Knows how to pay comments gracefully.
Knows when and how to talk non-business subjects.
Doesn’t overdose on his/her own interest in conversation.
Doesn’t “burst somebody else’s balloon.”
Addresses everyone within a group, not just one or two people.
Knows how to make a shy person feel part of the group.
Is aware of when he may have begun to bore his audience.
Steps in to fill embarrassing void in conversation.
Tips for Conversation Starters

Prior to a networking event, prepare three neutral questions you can ask, such as:

- Tell me how you know the host, company, etc.
- What made you decide to come to this event?
- What other organizations in the _____ industry do you belong to?

Focus on neutral topics:

- Have you been to one of these events before?
- Is the location near your home?
- The latest news on the local sports team
- Be observant - what is around you? A special attraction, park, etc.
- What business you are in
- Movies, books
- Sports you play

Read the newspaper or look at magazine covers (of news, business, and general interest publications) - each source replenishes your conversation starter repertoire.

Begin with a smile, eye contact, and an outstretched hand.

If you’re feeling nervous, you’re thinking too much about yourself. This is about making the other person feel important.

Adapted from The Networking Survival Guide by Diane Darling
“Networking is people connecting with people, linking ideas and resources.”
Jessica Lipnack and Jeffery Stamps, The Networking Book

HAVE AN AGENDA:
Focus on what you want out of this meeting/event. Prepare your self-introduction (15-20 seconds). Know your skills and qualifications. Know your short and long-term goals. Be prepared to enter a conversation. Make eye contact and SMILE!

BECOME AWARE OF THE ROOM’S LAYOUT:
Find out what companies/organizations/individuals are at the event. Get a floor plan if one is available, and plan your time wisely so that you can speak with each organization or individual that interests you.

STRATEGIES TO MAKE THE MOST OF THE EVENT:
Read nametags. Get a card from the person with whom you are talking and make notes on the back to remind you of your conversation. Look for opportunities to talk to people, starting with the people on the edge of the group. Move around. Follow up with all contacts made.

BE PREPARED TO TALK:
Initiate a conversation, take the risk! Listen with interest to the response. Ask questions!

AVOID RETREATING TO YOUR “SAFE ZONE”:
Don’t drink or eat too much. Don’t misuse the buddy system by joining yourself at the hip. Be courageous, even if you “feel out of place”.

WHAT TO WEAR:
If you are unsure, call ahead of time to see what is appropriate.

BRING YOUR SENSE OF HUMOR:
Make sure it is appropriate and tasteful.
Introductions

✓ Introductions should bring people together, not alienate them

✓ When introducing yourself... extend your hand, smile, and clearly state your first and last names. “Hi. I’m Jane Doe.” Always make eye contact as you shake hands.

✓ When introducing others, use the first and last names of each individual, regardless of status (unless you are introducing a child to an adult)

✓ Traditionally, a man is presented to a woman, and a younger person is presented to an older person

✓ When you are seated at a party in someone’s home, both men and women should stand to greet new arrivals

A good handshake is...

♦ Made with a firm (but not a bone crushing or fish-limp) grip
♦ Held for a few seconds (but not so long that the other hand feels like it is caught in a vise).

Always offer a full palm-to-palm handshake. This will prevent hurting a woman who is wearing a ring on her right hand or anyone suffering from arthritis.
How to Be a Good Host or Guest

If you are the host/hostess:

- All attention should be centered on your guests
- Unless having a very large party, everyone should be introduced to everyone else
- If serving cocktails, provide at least one non-alcoholic beverage
- Pre-dinner cocktail hour should not be more than an hour – even if you have late guests
- Never urge food or drinks on anyone
- Stay with your guests as much as possible
- Be alert to arguments or uncomfortable situations among guests, and act quickly to rectify the problem

If you are the guest:

- Accept invitations promptly and with pleasure
- Arrive promptly, but not early – if the host/hostess had intended you to help, they would have asked you at the time the invitation was issued
- There is no such thing as “fashionably late” – eight minutes after the starting time is the limit
- Don’t be too helpful
- Be entertained and entertaining. Mingle with the other guests and be a good conversationalist
- Don’t overstay your welcome
- Extend your thanks as you leave
- Do call or write to say thank you again
Seating

- A man seating a woman has nothing to do with him physically moving her chair.
- The woman approaches the chair, the man puts a hand on the back of the chair.
- The woman sits at least two-thirds of the way back and propels the chair toward the table pulling it with her own hands.
- The man allows his hand to move along with the back of the chair as she draws it toward the table.
- When comfortable, the woman says “thank you” and the man seats himself.
- At individual tables seating 12 or less, the man to the woman’s left should rise any time she leaves or returns to the table. No “reseating” is necessary.
- Never begin eating any course until everyone has been served.
- In “family style” service, pass food and accompaniments from the left to the right. If you forget, keep it all in one direction.
- Male guests of honor sit on the hostess’s right; the next most important man sits on her left.
- Female guests of honor sit on the host’s right; the second-most-important woman on his left, and so on.
At Ease at the Table

- At a dinner party guests wait until the hostess is served and picks up her fork to begin

- At a large dinner party or buffet, the hostess will encourage guests to begin in order that food may be eaten while still hot

- Wait until the host/hostess places the napkin in his/her lap before you place yours. Dinner napkins are folded in half; luncheon napkins are open entirely

- In a restaurant, napkins are placed on your lap as soon as you are seated

- When you must leave the table during a meal, the napkin is placed on your seat

- After the meal, napkins are folded casually
Table Settings

Study this picture and you’ll never again be done in by a confusing table setting!

1. **Bread and butter plate** with butter knife. The knife may also rest on the right edge of the plate. If this plate is missing, put butter and sticky buns or rolls, on the edge of the dinner plate. Nonmessy breads may sit directly on the table cloth.

2. **Dessert Silver.** This may include a dessert spoon (with handle facing right), a spoon and a fork (as shown), or a knife and fork (the knife replaces the spoon, its handle facing right).

3. **Water Goblets.** If no water is being offered, wineglasses (4) move to this position.

4. **Wineglasses.** The wine for each course is served in the outermost glass. As wines change, the used glasses are removed.

5. **Cup and saucer set with teaspoon.**

6. **Seafood Fork.** This utensil may also appear to the left of the fork (12).

7. **Soup Spoon.** If serving iced tea (rare at a formal meal), the long spoon is placed between the knife (8) and the soup spoon.

8. **Dinner Knife.** Knives for preceding courses are placed to the right of this one; knives are subsequent courses to the left.

9. **Main-Plate Position.** Each course assumes this position until it’s replaced by the next course.

10. **Napkin.** When a soup or appetizer course is preset on the center plate, the napkin moves just to the left of the forks.

11. **Main-Course Fork.** See 12 below.

12. **Salad Fork.** When serving salad after the main course, reverse positions of forks 11 and 12.

13. **Salad Plate.** When serving salad after the main course, this place is not present; it is brought to the table at the appropriate time.
Dining Basics

- Pushing food onto your fork with a knife or piece of bread/roll is unacceptable.
- Never hold two items of food in your hands at the same time.
- Always chew food with your mouth closed.
- Do not speak with your mouth full.
- Keep elbows off the table.
- Pass the salt and pepper as a set, never separately.
- Never season food until you have tasted it.
- Never put used silverware on the table surface or linen covering.
- No dunking. That’s for the privacy of your own home.
- Remove foreign objects with the same conveyance with which it entered your mouth. Exception: fish bones.
- Butter bite-sized portions of bread/rolls as you eat them. Only cut one bite at a time.
- Transport the food to your mouth…not your mouth to the food. Always spoon your soup away from you.
- Tipping of soup or dessert dishes is acceptable, provided you tip the plate away from you.
- It is an insult to the cook to shake salt and pepper discriminately over food you haven’t first tasted.
- Utensils are to be used from the outside in (toward the plate).
- Napkins are to be on your lap when seated or on your seat when you leave the table - never placed on the table until the meal is over.
- No attaché, purse or wallet is to be put on the table.
- Men should leave their jackets on, not place them on the back of their seat.
- Men should rise each time a woman comes to or leaves the table. (This is not to be done at a business meeting that does not include a meal.)
- The utility plate (often called the bread plate) is where you discard any wrappers, bones, olive pits.
- White wine is always held by the stem; red wine, by the bowl.
- At an interview dinner or lunch, it is best to refrain from any alcoholic beverage. If the wine is ordered for the table, a glass in moderation is acceptable.
- At the end of your meal you can let the waiter know you are finished by placing your knife and fork together at the 4:20 position.
Etiquette with Particular Foods

Bacon
- Eat crisp bacon with your fingers
- If it's not cooked to a crisp, use your knife and fork

Bread and Butter
- Place a piece of bread and butter on your bread plate, and then pass the bread basket to your right
- Tear off a small piece of bread or break the roll in half, butter it, and eat

Cherries and Berries
- Grasp stem with hand and pull with hand while securing berry with teeth
- Remove cherry pit from mouth by hand and place the pit on hors d'oeuvre plate or in cocktail napkin

Chips and Dip
- Never...never...never return a partial chip from which you have taken a bite to the dip container

Grapes
- Do not pull a single grape from a bunch in a serving bowl
- Break or cut a stem of grapes off the bunch. Then individual grapes are pulled off
Lemons

- Hold your hand over and around the lemon as you squeeze and shield the lemon with your spoon to prevent juice from hitting someone.

Olives with Seeds

- If you put the food in your mouth with your fingers, you must take it out with your fingers. Lay the seed on the edge of your plate.

Raw Vegetables and Dip

- Never return a partial piece of raw vegetable from which you have taken a bite to the dip container.

Stewed Fruits with Pits

- If you put the food into your mouth with a spoon, the inedibles come out with a spoon.
- Put the pits on the plate under the dish in which it is served.
Fingers or Forks?

Use fingers for:
Berries, if served with a stem
Caviar on toast
Cheese on crackers
Corn on the cob
Crisp bacon
French Fries
   (informal situations only)
Hamburgers
Hors d’oeuvres
Hot Dogs
Olives
Onion rings
Pizza
Tacos

Use a spoon for:
Berries with sauces
Ice Cream
Melon
Peas
Soup

Avoid:
Unfamiliar foods
Spaghetti
French onion soup
Buffalo wings
Ribs
Bony fish
Shellfish
Big sandwiches
Cheesy food
Food requiring special utensils

Use a fork for:
Berries without stems
Cake
Clams
Fish
French fries (formal situations)
Fruit
Ice cream served on cake or pie
Large chicken pieces
Oysters
Pastry
Pizza
Shish kabob
Shrimp
Sushi (or use chopsticks if provided)
Steak

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Lunch Interview?  
Here’s What You Need to Know

If you’re invited to a job interview at the employer’s location, the agenda may include lunch or dinner with the interviewer. While you should try to enjoy yourself, remember that your behavior is being evaluated throughout the meal. This is another opportunity for the interviewers to observe your personality and your poise. During lunch, the prospective supervisor can learn a great deal about your social skills.

You may be alone with your boss, or others may be invited as well. While lunching with four to six strangers may be more of a social challenge, it takes some pressure off you. You won’t constantly be the focal point of the conversation.

Here are some tips to ensure that your lunch interview is a success.

1. **Let your host or hostess pick the restaurant.** Most prospective bosses won’t ask you where you’d like to go. If you’re asked, say that you’re not too familiar with the area, if that’s the case, or that “anywhere is fine.” If you’re then pressed to make a choice, suggest a place close to the office that you know will be relatively quiet where the tables are a reasonable distance apart, and where you feel comfortable with the food and atmosphere.

2. **Be on time, or a bit early.** Tell the restaurant host or hostess you’ve arrived, and wait by the door or in the entry area. For any other lunch meeting you would proceed to the table, but in this case, don’t. If you are sitting when your hostess arrives, it may put her on the defensive because it looks as though you’ve been waiting. You want her to feel that she’s in control of the situation.
When asked how long you’ve been waiting, say “Just a minute,” or “Not long.”

3. **Don’t bury your face in the menu.** You should appear to study the choices carefully if others are doing the same, but make a quick selection and then look up. If others also are looking around, you can make conversation. You can always talk about the day’s special.

4. **Don’t order an alcoholic beverage unless the others do.** Ordering drinks during a lunch interview can be tricky. Avoid it if you can. But if everyone else orders drinks, you may do the same if you feel it won't affect your interviewing skills.

5. **Select food that’s similar and easy to eat gracefully.** Now is not the time to try fancy new dishes. If you can’t find *anything* familiar on the menu, don’t be embarrassed to ask the waitress one or two questions about how a dish is prepared, but don’t linger over the discussion. Remember that the focus of lunch is not the food.

6. **Don’t order the same thing as your prospective boss.** No matter what you say (“I hate to be boring, but I’m going with the seafood salad too”), your decision may be seen as playing it a bit too safe. As one personnel director commented, “Food preferences are intensely personal. I find it hard to believe that a candidate likes *exactly* the same thing I do.” On the other hand, follow the lead and skip dessert if everyone else does. Eating your Black Forest cake while the others sip coffee will delay the business of the day.
7. **Eat slowly.** Stress may make you feel as if you'd like to bolt your food and get eating over with. Don't. Concentrate on the conversation and you'll be less likely to rush. However, don't hold up the meal by eating *too* slowly. Follow the boss's lead and you can't go wrong.

8. **Converse with the entire group, not just your prospective boss.** Address a few remarks to each person present and make eye contact around the table when you answer questions. Prospective co-workers have been included for a purpose and will be debriefed at the office. They're likely to be more positive if you included them in conversation.

9. **Don't criticize the food--even if it is wretched.** Unless you're being interviewed for a food-related position--restaurant critic, for instance--eat what you can and ignore the rest. Even if others criticize their meals, say nothing. If asked, simply say, “Mine was fine,” and leave it at that.

10. **Don't attempt to pay or split the bill.** It's never expected in this situation. However, if you checked your coat, you should pay for that service.

11. **Send your host or hostess a prompt thank-you note for the interview and lunch.** If you dined with a group, the note should go to the person who picked up the check.
Mealtime Meetings

It is likely that during the course of your job search, you'll receive an invitation to combine interviewing with eating. Increasingly, companies want to get to know potential employees thoroughly before extending an offer. Interviewing over breakfast, lunch, dinner, or a weekend barbeque is a good way to talk business in a collegial environment while keeping an eye on a candidate’s social skills. Hiring managers can tell a lot about interviewees by the way they eat. Savvy companies also use comfortable business meals as a way to assure candidates that the firm will be a welcoming new home.

The following tips should get you through interview meals with the savoir faire of Miss Manners:

Smoking
No matter what your feelings are regarding this controversial habit, the less said and done regarding this subject, the better. Never smoke unless your companion lights up first. If you’re an avid non-smoker and your lunch partner asks for a table in the smoking section, grin and bear it. If sitting among smokers will activate your allergies and launch you into a coughing or sneezing fit, diplomatically request a non-smoking table, then watch the reaction of your host. If he quickly acquiesces, your relationship may have chance. If he’s obviously annoyed, he probably insists on a smoking environment at work as well.

Drinking
For the most part, the days of the three-martini lunch are gone, thanks to the I.R.S. Ordering wine or a cocktail can still be an issue, however. The rule of thumb is: When in doubt, don’t. If you do, confine yourself to one round, or two at the most with a long dinner meal. The last thing you need during an interview is impaired judgment or an enlarged sense of your knack for clever repartee.

Should your potential employer drink too much, discreetly suggest to the restaurant manager that a cab be summoned. It’s not your responsibility to take the hiring manager’s keys. You aren’t friends yet - and given this initial behavior, it’s unlikely you’ll want to be.
When in doubt, follow the host
When ordering, use your host as a guide so you stay in the right price range. If she's raving about the beefsteak tomato and mozzarella salad as a great start for the meal, she's going to select an appetizer as well as an entrée. If he's ordering chicken and you've been salivating over the chateaubriand, choose a less expense option. If she insists the waiter bring the dessert menu, she wants you to have one.

Most hosts understand that their guests are looking to them for guidance. In fact, the interviewer's effort to make you comfortable in a somewhat awkward situation is worth considering when you decide whether or not to pursue the opportunity further. Good hosts and good bosses recognize the value of a supportive environment.

Avoid exotic and messy items
Food should enhance your conversation, not detract from it. Select a meal that doesn't require twirling, cracking, digging, sawing, picking or finger-licking, and avoid appetizers and entrées that splash, squirt, crunch, drip, form viscous strings or roll around on your plate. Unless you've risen lobster-eating to an art form and can perform culinary ballet that will only enhance your reputation as the consummate professional, order the sole instead.

What if you're invited to a backyard barbeque? Hamburgers and ribs are inherently messy. Being nit-picky about getting greasy will only set you apart from the crowd. Dig in and enjoy. If you aren't covered in sauce, you'll look out of place.

Downplay dietary preferences
Many people are vegetarians. Others may have allergies to certain foods or want to maintain a low-fat diet. If your food options are limited, keep your preferences low-key. Although you may be trying to avoid eating more than 40 grams of fat per day, your breakfast companion doesn't need to know it, nor do you want to make her feel guilty for ordering bacon, eggs, and home fries with a cheese Danish on the side.

Find something on the menu you can eat, or quietly ask the waiter to substitute fruit for fries. Food martyrs can be most unpleasant company.

Brush up on your table manners
Most families don't have a weekly drill on which fork is used for what. Some people pick up this information along the way; others don't. If you're befuddled by table etiquette, you aren't alone. Nevertheless, ignorance of appropriate table manners is no excuse. Should the thought of eating in a fine restaurant where fish forks and finger bowls are de rigueur make you long for a can of chicken noodle soup and a big spoon, take heart. There are
numerous professionals who make their living teaching grown-ups how to master the intricacies of whether to use a spoon or a fork with English trifle. If one of these consultants isn’t available to you, consider reading an etiquette guide.

The Whys
Aside from the camaraderie which dining lends to an occasion, it fulfills to other functions. First, the meal allows prospective managers and colleagues to evaluate how well you handle yourself in a social situation. Many positions require entertaining or deal-making away from the office. You may be a skilled negotiator, but you must also know how to conduct yourself properly in an extracurricular setting.

If you’re married or seriously dating, your significant other may also be invited and evaluated. After all, your partner may help you entertain clients or accompany you to conventions. Management wants to see that your partner will actively support your career and can hold his or her own in pleasant conversation for several hours over dinner. If running you and your S.O. through a social gauntlet seems anachronistic and inappropriate to you, try to join an organization where social discourse isn’t part of the job. But be prepared to severely limit your career choices.

The reason for the meeting
The other major issue at lunch is deciding whether you and the company would be a good match. Employment, not the best steak in town, is the reason you’re meeting. Before you head to the restaurant, think about the questions you need to ask and the achievements you want to cover. Should the conversation begin to wander too far afield, referring to your predetermined agenda will help you and your companion do the work you originally intended. Then, by the time you’re lingering over coffee, you’ll have decided whether this is the organization for you.

Ignore the advice in the previous paragraph, however, if you’re interviewing for an international position with a non-American company. Executives from many other countries think talking business during a meal is uncivilized. With a citizen of the world, it’s wise to confine your conversation to more general subjects unless you want to be labeled “another brash young American.”

FINAL THOUGHT:
Good manners aren’t about “putting on airs.” It’s about making people feel comfortable.
Telephone Etiquette Tips

Be prepared:
- Have a piece of paper and pencil within reach.
- Remember the name of the person you are talking to.

Answer the phone promptly:
- A telephone should be answered at the end of the first ring and no later than the third ring.

Be pleasant:
- When talking on the telephone, make a concerted effort to smile when answering and hanging up.

Identify yourself:
- When calling someone, identify yourself immediately after saying “hello.”

Respect other’s time:
- Business etiquette dictates that after you identify yourself, you ask for a person’s time.

When you need to leave a message:
- If you are trying to reach a potential employer and find yourself speaking to the person’s secretary, be on your best behavior. Be sure to display the same courtesy you would demonstrate if you were speaking to the interviewer himself.
- When speaking with the secretary of other administrative personnel, try to address the person by name.
- If you treat administrative personnel with respect, you will have greater success.
How to get your phone calls returned promptly:

- When calling someone, tell them when you can be reached. The more specific you are, the more professionally you will be perceived.

Ask if the person would mind being put on hold:

- When it is necessary to put someone on hold, ask rather than tell the person that you will be doing so.

Be respectful:

- Let the person know that you appreciate his/her patience.
- When returning to the line, demonstrate your appreciation to the person who has been on hold by saying “Thank you for waiting…”

Call waiting:

- This device is only good as the person who uses it. Whether to use it or not is a judgment call. Your decision should be based on who you are speaking to, the intensity of your conversation, and your relationship with the person.
- If you find it necessary to place someone on hold due to the call-waiting signal, always ask permission before changing phone lines.
- When necessary, ignore the call-waiting signal rather than interrupt your conversation with the person on the line.

Screen calls appropriately:

- You may have good telephone manners, but that does not mean that others do. When you must screen a call, you should say, “Who’s calling please?” rather than “Who is this?”
Hang up gently:

- Slamming the receiver makes an unpleasant noise in the caller’s ear.

Use good speech habits.

Taken from: “Telephone Etiquette” Tips, by Ann Marie Sabath

Voice Mail Etiquette

When leaving your voice message:

- Leave a personalized greeting.
- Let callers know at the beginning of your message how to reach a live person.
- Answer your line whenever possible.

When calling someone’s voice mail:

- State your full name.
- Leave your telephone number.
- Leave a clear and concise message.
- If you need to be called back, tell the caller when you can be reached.

Having a pleasant attitude and a respect for others are not only good manners; it is also good business sense. In today’s competitive job market the people who get hired and promoted are often the ones with impeccable manners.
**Email Etiquette**

- Never send anything you would not want to see in tomorrow's newspaper. There are no security guarantees with electronic mail. Avoid sending ANY confidential or sensitive information via email. Remember, it's very easy for someone else to forward messages you thought were confidential.

- When you are upset or angry, learn how to use the postpone command. Review the message after you have had time to calm down.

- Do not send abusive, harassing, or threatening messages.

- Be cautious when using sarcasm and humor. Without facial expressions and tone of voice, they do not translate easily through email.

- Keep messages and replies brief.

- Use email in a professional manner. Remember, you cannot control where your message might be sent.

- Do not send chain letters through email. This includes any message that contains a request to forward the information to lots of other people.

- Don't leave your email account open when you leave your computer. Anyone could sit down at your keyboard and send out any
libelous/offensive/embarrassing message under your name.

- Don't send replies to “all recipients” unless there is a very specific need for everyone to receive the message. It wastes disk space, clutters up inboxes and can be annoying.

- When replying, keep messages brief and to the point. Don't reproduce a message in its entirety. Be selective with what you reproduce and only do it as needed.

- Remember that all laws governing copyrights, defamation, discrimination and other forms of written communication also apply to email.

Taken from Linfield College website.
## Top Grammatical Offenses

<table>
<thead>
<tr>
<th>Offense</th>
<th>Correction</th>
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<tbody>
<tr>
<td>“Where’s it at?”</td>
<td>“Where is it?”</td>
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<tr>
<td>“Her and me went…”</td>
<td>“She and I…”</td>
</tr>
<tr>
<td>“Hisself” and “Theirselves”</td>
<td>“Himself” and “Themselves”</td>
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<tr>
<td>“He don’t”</td>
<td>“He doesn’t”</td>
</tr>
<tr>
<td>“This is her”</td>
<td>“This is she”</td>
</tr>
<tr>
<td>“A historical” “A alternative”</td>
<td>“An historical” or “An alternative”</td>
</tr>
<tr>
<td>“It’s broke”</td>
<td>“It’s broken”</td>
</tr>
<tr>
<td>“Them things”</td>
<td>“Those things”</td>
</tr>
<tr>
<td>“If it was”</td>
<td>“If it were”</td>
</tr>
<tr>
<td>“Between you and I”</td>
<td>“Between you and me”</td>
</tr>
<tr>
<td>“You’re doing good”</td>
<td>“You’re doing well”</td>
</tr>
<tr>
<td>“Aint’”</td>
<td>“Isn’t”</td>
</tr>
</tbody>
</table>

## Mispronunciations

<table>
<thead>
<tr>
<th>Offense</th>
<th>Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>“pacific”</td>
<td>“specific”</td>
</tr>
<tr>
<td>“cain’t”</td>
<td>“can’t”</td>
</tr>
<tr>
<td>“fifty cent”</td>
<td>“fifty cents”</td>
</tr>
<tr>
<td>“could-DINT” and “did-DINT”</td>
<td>“couldn’t” and “didn’t”</td>
</tr>
<tr>
<td>“idear”</td>
<td>“idea”</td>
</tr>
<tr>
<td>“warsh”</td>
<td>“wash”</td>
</tr>
<tr>
<td>“contack”</td>
<td>“contact”</td>
</tr>
<tr>
<td>“souf” and “norf”</td>
<td>“south” and “north”</td>
</tr>
<tr>
<td>“irregardless”</td>
<td>“regardless”</td>
</tr>
</tbody>
</table>