Business Etiquette

March 6, 2014
Examples of good etiquette

- Be helpful and cooperative with each other
- Accentuate the positive in the things you do and say
- Silence your cell phone in meetings and at your work station
- Consider your colleagues when having lunch foods in the office with strong aromas that will travel throughout the space
- If you are sick (contagious) please stay home, we don’t want to share
Telephone Etiquette

Making a Call

- Identify yourself immediately especially for external calls
  - Don’t make them guess who is calling

- Ask them if it’s convenient to talk now
  - Are you interrupting?

- Be an attentive listener; don’t do other jobs at the same time - this is not the time to multi-task

- Don’t interrupt, use common courtesy

- Use the person’s name, it’s music to their ears
Receiving a Call

- Answer your phone promptly

- Greet the caller pleasantly
  - Don’t be too busy to be nice
  - For External Calls – Say Your Department and Your Name

- Always return telephone calls as soon as possible; but, no later than the next business day

- Let the caller be the one to end the call first
  - If call is running long; suggest a follow-up call

- Observe courtesies “Hello, Please, Thank you & Good bye”

- When away for a day or more, record an out-of-office greeting
E-mail Etiquette

- Look before hitting send
  - Don’t send anything that isn’t necessary

- Do not default to “reply all” unless it’s really important that everyone sees the reply
  - Does every email need a “Thank You”?  
  - Idea – Submit to the ABA Thank You Blog

- Keep emails short and to the point if possible

- Writing in all CAPS is shouting and difficult to read
E-mail Etiquette

- Refrain from using fancy fonts and/or overbearing backgrounds in emails
  - This can be hard to read and can come off as unprofessional
  - E.g., recommend not using this background in email

- Respond to meeting requests promptly
  - Click “send response now” as the organizer needs accurate counts

- When away for a day or more, set-up an Automatic Reply (out-of-office) message
  - Be sure to give an alternate contact in your message
E-mail Signatures

Internal email signature can have just your name and extension. There is no reason to be formal. Be sure to include extension as not everyone knows your number by heart.

H.Hornet
8-1234

External email signature should be more formal with your full name, campus department, title, address, phone numbers and logo.

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