

## Basic business etiquette

### Generalities

Most office-based businesses are staffed 9am-5pm, Monday to Friday.

A formal business suit is normal in most industries, although may not be found in companies operating in the creative and digital sectors. Some companies may also operate limited dress-down policies.

### Introductions

Handshakes are normal on introductions, but not always expected on subsequent occasions. In general you should use your first and last name to introduce yourself; titles such as Mr or Mrs are normally used as a courtesy by others introducing you.

### Meetings

It is essential to make an appointment before calling on people, and advisable to confirm meetings in writing. Business cards are generally exchanged during the first meeting. There is no standard format or content for business cards, but it is usual for them to include as many of your contact details as possible.

Ensure that the people you are meeting with understand the reasons you are seeking a meeting and what your objectives are. If you require any audio visual equipment to make a presentation be clear on whether you will bring it or need it to be provided.

Punctuality is expected; if traffic congestion or other problems mean you will be late, you should make every effort to inform the people you are visiting that you will be delayed.

Mobile phones should be silenced during meetings; if are expecting an essential call during a meeting you should warn your colleagues you may have to leave.

### Gifts

The giving of gifts tends to be limited to corporate gifts and entertaining, generally at a more senior level. Many companies have policies discouraging the practice, or restricting the value of items that may be accepted in order to avoid accusations of bias or corruption.