

## **Etiquette Introductions & Greetings**

Etiquette is defined as prescribed social behavior and manners. Business etiquette would be the prescribed behavior and manners expected in the work environment. Most of us refer to etiquette as courtesy. Courtesy is nothing more than being considerate of other people--treating them as we would like to be treated.

### **INTRODUCTIONS AND GREETINGS**

There are basic rules of introduction:

- ◆ Stand up
- ◆ Smile
- ◆ Always shake hands--and firmly
- ◆ Make eye contact
- ◆ Repeat the other person's name

**Introducing a visitor to a supervisor:** Look at and say the visitor's name first. Then look at the supervisor and say his/her name. Example: Mr. Parker, I would like you to meet Ms. Wendy Thomas, who is an accountant representative from Woodland and Associates."

**Introducing your supervisor to another person:** Look at and say your supervisor's name first. Then look at the other person and say his/her name. Example: "Mr. Jones, I would like you to meet Ms. Thomas, who would like to talk to you about the position opening."

NOTE: Introductions are based on rank rather than on gender.

### **Common Questions About Greetings and Introductions**

Q: When is it appropriate for me to address a supervisor or administrator by his/her first name?

A: When the person requests that you do so.

Q: When addressing a female supervisor, how should I refer to her?

A: When are you unsure of how a woman would like to be addressed, use the term "Ms." ("Dr." if appropriate). If she prefers "Mrs.", she may tell you at that time.