Conversation Etiquette

- Always listen to others attentively. Speak only when the other person has finished talking instead of interrupting in between.

- Keep a low but clear and calm voice while conversing. Your tone should always be polite.

- While conversing always look into the eyes of the other person and avoid showing your back or looking elsewhere.

- Keep your conversations short and to the point instead of getting into irrelevant topics and discussions.

- Avoid fidgeting with your clothing or putting your hands on your face while in a conversation.

- Do not chew gum while on the site.

- Keep a breath mint, a handkerchief, and a toothpick with you at all times.

Handshake Etiquette

When shaking hands always offer a firm handshake with your fingers titled down and your thumb up. However, ensure your handshake is not so firm that it crushes or hurts the other person’s hand. This indicates that you are dominant.

- Limit the time of handshakes to 2 to 3 seconds and take your hand back gracefully.

- Discreetly wipe sweaty palms on clothing before shaking hands.

- Avoid patting on the back of the hand.

- While shaking hands, greet the person by looking into his/her eyes.

Dressing Etiquette

- Always wear neat and nicely pressed clothes.

- Women should avoid wearing exposing dresses and opt for little but natural make-up. Men need to keep their hair (including facial hair) neatly trimmed and kept.

- Always polish your shoes.

- Keep your nails clean. If using nail polish make sure you have a fresh coat of polish on.

- Shower before the excursion. Putting new cologne or deodorant over old cologne or deodorant still smells.

- Brush your teeth and use mouthwash. A breath mint will not cover ‘morning breath.’

- Avoid wearing excessive jewelry, and strong perfume.

- Keep what you take or carry to a minimum.
Introduction and Greeting Etiquette

- When you are getting introduced, either shake hands or nod your head.

- If you are in charge of introducing other people always introduce the lower ranked person to the higher ranked one.

- When first introduced, stand up to meet or greet the person.

- Say the person’s name just as they stated it. Don’t shorten it to a nickname such as Mike for Michael.

Dining Etiquette

- Avoid opening your mouth and chewing food.

- Initiate conversations while waiting for the food.

- If something unwanted has gone to your mouth, place the napkin in front of your mouth tactfully and bring it out instead of putting your hand inside the mouth to get rid of it.

- Avoid talking when there is food in your mouth.

- Pick your teeth in private, not at the table and do not gargle with your drinking water at the table.

General Etiquette

- Always be punctual.

- Switch off or put your mobile/cell phones in silent mode while on an excursion. In case it is an urgent call which you need to take, excuse yourself and ask permission to take the call.

- Avoid digging your nose in public.

- Use handkerchiefs when you are coughing/sneezing in public.

- When in a meeting room, always stand up to greet the seniors if they arrive after you.

- Try to ignore and overlook funny or embarrassing sounds when in a meeting or official conversation.

- If you have forgotten somebody’s name ask him/her politely saying that you are sorry that you cannot remember the name.

- Always keep a comfortable distance while conversing with others. Avoid standing or sitting too close to the other person. An arm’s length would be ideal to maintain the comfort zone.

- It would be nice to hold the door for the person who is coming immediately behind you.

Following Up

Always thank your host on the spot after the excursion.

Send a hard copy hand written thank you note identifying specific lessons learned, experiences remembered, and tell them how the excursion has benefitted you.

Ask if you can keep in touch with them in the future. If so, how do they want that to happen? Via email, phone calls, postal mail?

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