

It's True!



ALMA MATER

TO TRY HAPPY CHILDREN
OF THE FUTURE
THOSE OF THE PAST
SEND GREETINGS

You Don't Get a Second Chance to Make a First Impression

Professional Etiquette at Work

University of Illinois at Urbana-Champaign



People, like diamonds, have basic market value – but it is only after they have been polished that the world will pay their real value.

~William Thourlby



Does Etiquette Matter?

- Corporations spend millions of dollars on advertising, training for their personnel, etc.
- Employees' customer service abilities and etiquette usage can sabotage all of that
- We expose our own weaknesses when we fail to use proper etiquette
- Etiquette is really about respect... something we all desire!
- Etiquette requires us to admire the human race.
~Mark Twain



Dress for Success

- First impressions do count
- Fair or not, how you dress will contribute to others' opinions of you...and people remember!
 - Competency, responsibility
 - Intelligence
 - Maturity level
 - Trustworthiness
- Dress in your own style, but err on side of conservatism



Dress for Success

- Levels of Professionalism
 - 1 – Suits in basic colors
 - 2 – Suits in non-standard colors
 - 3 – Coordinating blazer with skirt or slacks
 - 4 – Tailored dresses, sweaters, etc.
- Everything else is Business Casual or Casual



Dress for Success

- Details are important too
 - Shoes/socks
 - Accessories and ties
 - Hair, make-up, nails
- Smells (good or bad...this is important at work, too!)
- Apparel perils
 - Party clothes are not work clothes...make sure you are covered
 - Business casual is not as casual as you think!



So, What is Business Casual?

- Men
 - Charcoal pants, a white oxford button down shirt, a quality pair of casual shoes
 - A banded-collar shirt with blazers and vests
 - A denim shirt with a sporty tie
- Women
 - Casual dresses/skirts or nice dress slacks with blouses
- Avoid t-shirts, sweatshirts, baseball caps, sneakers, flip-flops, sunglasses on your head, and cell phones



Work Ethic

- Never use company resources for personal use without permission
- Keep personal business to a minimum
- Never criticize your competition (it makes you look worse than it makes them look!)
- No cell phones at meetings and minimize during office hours (no Facebook unless posting for work!)
- Keep your feet on the floor during regular business hours and don't sit on another's desk
- Food and gum



Greetings

- Handshake
 - Practice your handshake!
 - Stand approximately 1 arm's length apart
- Introductions
 - Person of authority/age first
 - Use first names only once asked to do so (Ms. for women), don't be too 'familiar'
 - Ask for name again if didn't understand or remember
- Nametags on right (best handwriting, full name)



Giftting (*in light of the holidays...*)

- Always follow your company's gifting policy when exchanging gifts with co-workers
- Be discreet; exchange gifts away from the office if possible
- If supervisors give gifts, all must be equal
- Employees are not expected to reciprocate, but small gifts may be presented (or pool funds)
- If gifts are exchanged, typically stick to under \$20
- Maintain policies, but always be grateful



Quality of Work

- How good does your work have to be? What percentage of customers should we try to please? 90%? 95%? How about 99.9%?
 - 99.9% Accuracy =
 - At least 20,000 wrong prescriptions per year,
 - Two short or long landings at a major airport per day,
 - 500 incorrect surgical operations per week, and
 - 2,000 lost articles of mail PER HOUR!
- We could not accept 99.9% in many fields...What do we expect with regard to ourselves?



Problem Solving at Work

- If you fail to meet expectations, you will get dissatisfied customers/supervisors...if you meet expectations, you will get indifferent customers/supervisors...so **exceed** them
- If you can not solve the problem, find someone who can
- Provide solutions as you present problems...otherwise, you just sound like a complainer!
- Always explain what you can do for the customer, not what you can't do
- Never place blame on anyone else...provide solutions, not excuses



Customer Service

- Most people are not rude or discourteous...just indifferent
- No eye contact
- Talking to others while assisting a student/customer
- Talking ABOUT someone else in ear-shot of a visitor
- Working on other tasks while visitors wait
- Pointing to an item or room rather than showing/taking person to it
- Failing to immediately greet someone who comes in
- Responding “I don’t know” without attempting to find out
- Failure to follow through with promises



Telephone Etiquette - Incoming

- Treat every call as important – respond to messages within one business day
- Remember to use your ‘inside voice’
- Answering the telephone
 - Include organization name, division/department name, & your name
 - Even with Lync/caller ID, keep greeting professional until you know who is calling
- Be the last to hang-up



Telephone Etiquette - Outgoing

- Introduce yourself first and then state your business, even if you know you don't have the person with whom you need to speak
- The person you called always has priority, even over people who walk into your office
- Leave complete messages (incl. full name, reason for call, return number and best time to return call)
 - Chance of reaching the person you're calling is 1 in 6
 - Some estimate we spend 2 years of our lives supporting telephone tag!



Cell Phones

- Be careful about the volume of your voice...and of your ring tone!
- Turn off when you are at work unless clients have your cell number (at minimum, put on vibrate)
- Never use in lectures/classes, at concerts, movies, or anywhere you would not talk to your neighbor at full volume
- If a call is lost due to a poor connection, the person who originated the call calls back



Good manners sometimes means
simply putting up with other
people's bad manners.

~H. Jackson Brown, Jr.



Correspondence

- Company letterhead
 - Company business only
- Thank you notes
 - Keep notecards on hand
 - Within two weeks...but later is better than never
- Respondez s'il vous plait (Please reply)
 - Do it and keep it
 - RSVP within one week (or by date if listed)



Email

- Email is company property so use for business purposes only
- Remember every single message has the chance of being forwarded...intentionally or unintentionally (never reply in frustration)
- Do not use email in place of IM (greeting, full message/introduction)
- Always include a 'Subject' heading
- Keep messages short; use bullets



Email

- Utilize spell-check and re-read your messages before sending
- 'Reply' vs. 'Reply All'
- Only CC and BCC intentionally (but use BCC if sending messages to multiple people who should not see one another's email addresses)
- Message notification



Responding to Students

“Thank you for your email. My campus work hours are Monday-Friday from [insert times] and I will not be responding to emails outside of that time. I will respond to your email when I am back in the office and have had time to process your request. If your situation is an emergency, please call the Emergency Dean at 217-333-0050. Thank you for your patience.”



Responding to Students

“Please be aware your email to me should be considered a professional communication piece and, as such, should include proper grammar, capitalization, and punctuation.”

Educating students on using Facebook...



Handling a Faux Pas

- Remember, you're only human
- Not only about what you do, but also about how you react afterwards
- An apology can go a long way, but don't overdo it



Too Many Rules? Remember that...

Manners are a sensitive awareness of the feelings of others. If you have that awareness, you have manners...no matter what fork you use!

~Emily Post



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