

## **Business Etiquette**

(Instructor-led course)

### **Course overview**

This module seeks to introduce the concept of business etiquette and some basic consideration of its practice.

### **Who should attend**

The course is recommended for a candidate who wishes to specialize in specific business skills segment.

### **Prerequisites**

This course is designed for the student who has little or no experience

### **What you will receive**

Each student will receive a copy of the course manual for post-class reference and a certificate

### **Certification preparation**

This module prepares candidates to sit the certified business professional exam –c40-509

### **Follow-up courses**

- Customer service
- Sales
- Leadership
- Business communication

## Course Outline: Business Etiquette and Professionalism

### What is business etiquette?

- What is the role of good manners in business?
- What are the abcs of etiquette
- Meeting and greeting scenarios
- Guidelines for receptionists
- Making introductions and greeting people
- Introducing a client
- Introducing yourself
- The protocol of shaking hands
- Meeting & board room protocol
- Guidelines for planning a meeting
- Guidelines for attending a meeting
- For the chairperson

### Principles of exceptional work behavior

- The principles of exceptional work behavior
- Entertaining etiquette
- Objectives
- Introduction
- Planning a meal meeting
- Business meal basics
- Basics of table etiquette
- Eating the meal
- Issuing invitations
- Choosing the appropriate gift in the business environment

### Telephone etiquette

- Introduction
- What is telephone etiquette?
- Answering the telephone courteously
- Handling rude or impatient callers
- Good telephone habits for everyone
- Screening calls
- Making calls
- How to end conversations gracefully
- Checking messages and returning calls

### Multi-cultural challenges

- Multi cultural etiquette
- Did you know?
- Cultural differences and its effect on business
- Examples of cultural insensitivities

### New issues in etiquette

- Netiquette
- Ethical issues in business etiquette
- Case study
- Sexual etiquette in the workplace
- Why deal with sexual harassment?
- Five steps to prevent sexual harassment
- Dressing for success
- The basic business wardrobe
- Options for business casual

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