

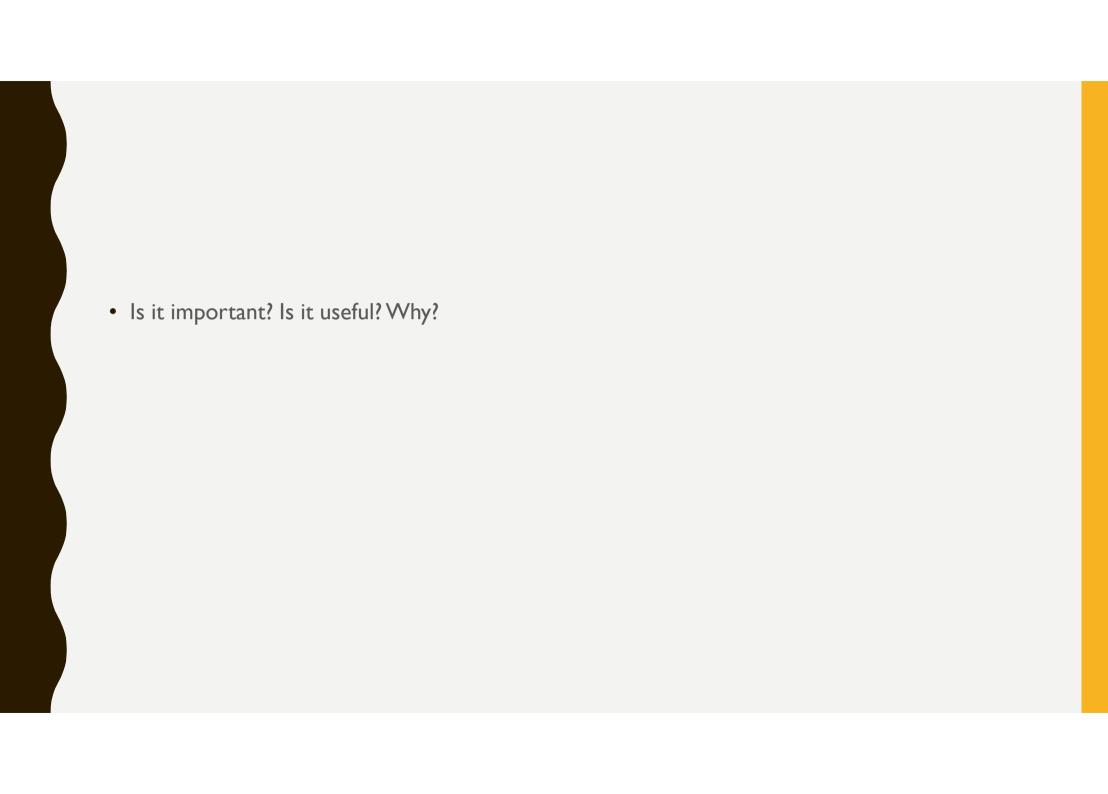
EVROPSKÁ UNIE Evropské strukturální a investiční fondy Operační program Výzkum, vývoj a vzdělávání



# BUSINESS ETIQUETTE

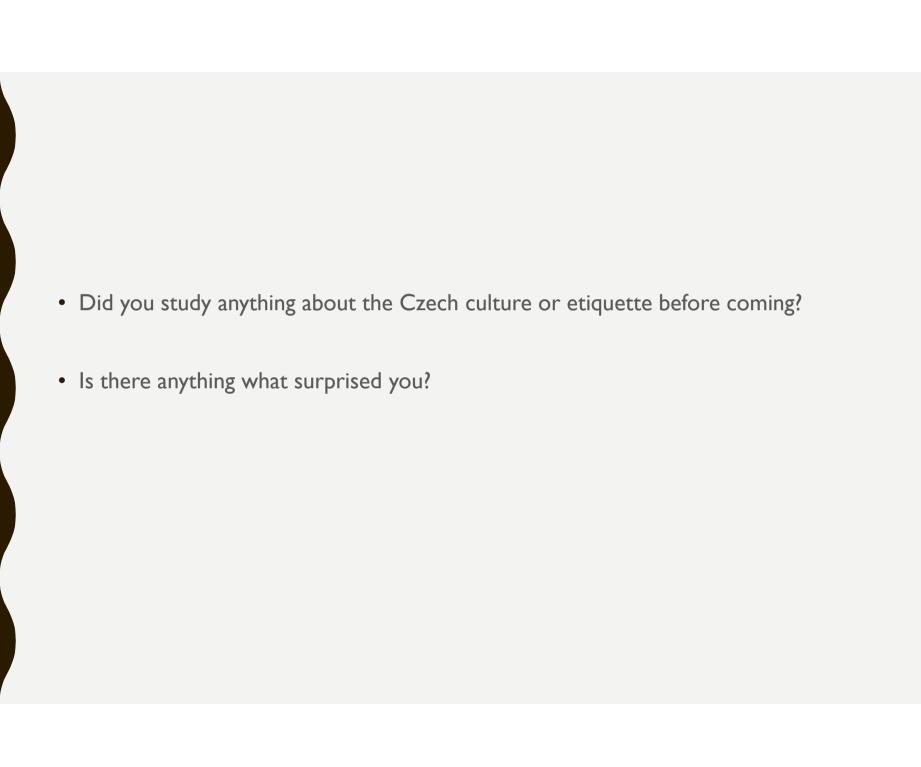
3 P O 6 3 3





### WHY-

- First impression
- Feel self-confidently
- Bigger probability of success
- People like to be around me
- Better atmosphere in society



# ETIQUETTE IN THE INTERNATIONAL CONTEXT

GREETING how and where

CULTURE AND RELIGION (holidays, meal))

VERBAL AND NONVERBAL COMMUNICATION

TIME

SOCIAL STATUS OF WOMAN AND MAN

MEAL AND DINING

**DRESS CODES** 

SPECIFICS OF BUSINESS MEETING

WHAT IS TABOO (RELIGION, POLITICS, royal family)

CHEWING GUM, kissing, feeding pigeons, alkohol, smoking

## ETIQUETTE IN CZECH REPUBLIC

- Language specific in grammar: Using of polite form of address or be on first-name terms, (Second person and second person plural)
- Meaning of the language
- Personal space, time
- Who has the priority? Gender, age, hierarchy
- Old tradition, but still working using master degree/title how to address person with title
- When Miss become to be a Mrs.
- Give a hand/shake hands
- Entrance to the building, using elevator
- Proper using of cutlery (fork, knife and spoon)
- How to hold a glass
- How to drink a coffee

### **BUSINESS MEETING**

- Business card
- Time, nonverbal communication
- Haggling about the price
- Keeping deadlines
- Small talk in the beginning
- Small gift to a business partner what? Bribe or gift?
- Dress code for business meeting
- Where to put a handbag
- How use a mobil phone?
- Social diner business only between meals

### **EMAILS**

Always with the name of the person if possible

Thank and excuse only once

Subject of email matters

Be aware about REPLY



Prepare small introduct	ion about etiquette and	culture from your co	untry