

# In Good Company?

## A Business Etiquette Quiz.

1. Can I send an e-mail as a thank you after a lunch meeting?
  - A. Sending an e-mail thank you is all that is expected.
  - B. The hand-written note is always the best option.
  - C. Just call...it takes so much less time.
  
2. At a dinner meeting is it acceptable to leave a cell phone on at the table?
  - A. Yes, but you should leave the table to answer it.
  - B. Never, the person "in person" should get your full attention.
  - C. Yes, as long as everyone else has theirs left on.
  
3. Should a man or woman initiate a business handshake?
  - A. Whoever arrived first should offer a hand.
  - B. The most senior person by age.
  - C. It does not matter – just do it!
  - D. Whoever invited the guests should initiate handshake.
  
4. At which hole is it appropriate to talk shop when golfing with a business associate?
  - A. You should never talk business during golf.
  - B. After the ninth hole.
  - C. In the clubhouse before or after the round.
  - D. Whenever your guest initiates the conversation, then its fair game.
  
5. When being introduced to a person who is blind, what should I do?
  - A. Nothing-wait in silence for the individual to offer their hand.
  - B. Avoid handshaking- but say hello!
  - C. Touch their shoulder to indicate your presence and initiate a handshake.
  - D. Say hello and wait for the individual to offer their hand.
  
6. How long does a person have to return a business call?
  - A. Business calls should be returned within one hour.
  - B. Call after hours and leave a voicemail.
  - C. A maximum of seven days.
  - D. Each person needs to establish their returning calls policy and consistency follow the standards which have been set.
  
7. If a meeting is scheduled for 9:00am, what time should an employee arrive?
  - A. No more than thirty minutes prior to the meeting time.

For more information go to [www.kathyfirkins.com](http://www.kathyfirkins.com). She will *fire up* your employees!!

# In Good Company?

A Business Etiquette Quiz.

- B. Not earlier than 8:50am, that gives you ten minutes to get organized.
- C. Don't be early, they'll think you are over eager.

8. If invited to a business function where I will not know anyone except the guest of honor, who am I allowed to bring?

- A. No one, unless the invitation explicitly states, "and guest."
- B. A friend or close colleague.
- C. A client who may know the guest of honor.
- D. If you are uncomfortable going alone, don't attend. Send a note of regret.

9. At a business lunch who should pay the bill?

- A. Always split it down the middle.
- B. Whoever did the inviting should pay the bill.
- C. Whoever makes more money.
- D. Whoever is more insistent should get the bill and the other person should pay the tip.

10. When is it appropriate to call a business associate by their first name?

- A. As soon as you feel comfortable.
- B. Never, always use formal names, don't get too personal.
- C. Only if the person gives you permission.

~~~~~  
**ANSWERS: NO PEEKING!! You won't retain as much if you do.**

- 1. **B~** No matter the occasion a hand written note is always best when expressing appreciation for anything!
- 2. **B~** No matter if you are at a dinner party or working the front desk, the person "in person" is always your first priority! If you **MUST** take cell calls because of an emergency, make sure you announce this need and excuse yourself upon answering the call.
- 3. **C~** It makes no difference, if they don't offer a hand, **YOU** do it!
- 4. **D~** This one is tricky. If you are doing a leisurely activity like golf, take the lead of your business associate. Once the subject is broached~ game on! If you have a serious negotiation, know it is more appropriate to handle serious issues in the boardroom.

For more information go to [www.kathyfirkins.com](http://www.kathyfirkins.com). She will **fire up** your employees!!

# In Good Company?

## A Business Etiquette Quiz.

5. **D~** Say HELLO and wait! They may extend a hand or not.
6. **D~** It is really up to each person. The trick is to convey to the caller when to expect a return call. You can say, “within 3 days, as soon as I return, or never,” just convey that in your message (or with your receptionist) so the expectations are set appropriately!
7. **B~** Being earlier than 10 minutes makes the host feel they need to entertain you and they probably have last minute things to pull together before the meeting begins. This causes them stress.
8. **A~** There are no hard and fast rules in this area, however, if the invitation does not specifically state you can bring a guest check it out first. Talk with the planner or person in charge of event, if bringing a guest is a problem they will let you know. Never just show up with a guest it reflects poorly on you.
9. **B~** If you need to have lunch with someone, ask if they will “meet you” for lunch, if you plan to take them on a business lunch ask “may I take you to lunch?” this wording conveys your intentions. If you’re still not sure, just be clear by saying, “we need to discuss this over lunch, but it is not in my budget to cover your lunch, would that be okay with you?” Clear communication is always your best bet.
10. **C~** If you need clarification asking, “may I call you...” can be appropriate given the right circumstance. As a file clerk asking the CEO if you can call him Bob is probably not the best idea!