

Personal name



**ASSIGN  
BUSTER**

They should contain your name and position title, contact number, email address and website address. If possible, your business name, logo and services or products also should be listed. It is common practice to have a double-sided card in the U. K. With the business details on the front and the personal contact details on the back

2. Shaking hands Shaking hands is a common form of greeting A handshake is standard for business occasions and when visiting a home. Women do not always shake hands.

In business, a light handshake is standard. When visiting a home, a handshake is proper; however, a handshake is not always correct at social occasions. Observe what others do. In the UK it is usually a single right hand that does the shaking. Very few people shake with their left hand and it is deemed rude to offer your hand without taking your glove off first.

3. Bowing

4. Kissing

5. Being formal or informal

6. Punctuality Punctuality is paramount. You should always arrive for an appointment/meeting on time, maybe even five minutes early.

If you are going to be late, telephone and give a time when you expect you will arrive.

7. Humor Do not make jokes about the royal family.

8. Eye contact The British often do not look at the other person while they talk. Maintain eye contact during the greeting.

9. Socializing with contacts The best way to make contact with senior executives is through a third party. It is not appropriate to have this same third party intervene later if problems arise.

While business dinners are becoming less common, business breakfasts are gaining in popularity.

Work is often discussed during business breakfasts and lunches, although these can also be used as an opportunity for general small talk to get to know your colleagues better and build up a good working relationship. Meetings usually open with a fair amount of small talks, in order to create a warm, positive climate conducive to working well together. They last within 5-10 minutes before meetings. Animals are usually a good topic of conversation.

11 . Accepting interruption 12. Giving presents Giving gifts in a business setting is not very common.

When they are given, thank you gifts are usually small symbolic items such as diaries, pens, champagne, etc. Gifts should not seem inappropriately expensive. Also, gifts are usually given at the conclusion of something, such as a project, to mark the occasion or as a thank you. Rather than giving gifts, it is preferable to invite your hosts out for a meal or a show. When you are invited to an English home, you may bring flowers (not white lilies, which signify death), liquor or champagne, and chocolates. Send a brief, handwritten thank-you note promptly afterward, preferably by mail or e-mail-? not by messenger.

When bringing flowers, consult with the florist about the appropriate type and number. 13. Being direct (saying exactly what you think) 14. Using first name When greeting people in the I-J, wait to use first names until the other person uses yours or asks you to call them by their first name. The response you give to an introduction should have the same level of formality as the introduction itself. However, British business etiquette is becoming more informal and first names are often used right away. The use of first names is

becoming more common. However, you should follow the initiative of your host.