

OFFICE ETIQUETTE

Office Etiquette is crucial in a professional work environment because knowing the right behavior in common workplace situations has a significant impact on the way people outside of the workplace perceive and respond to us. To be successful in his or her work, one should exude etiquette in every task they perform, no matter how small the task may be.

Handling Office Visitors

- Greet them right away.
- Ask how you can help.
- If they have a scheduled appointment, call the individual to announce the visitor.
- If the visitor needs assistance from someone in the office, call first and determine if they are available.

** Remember...You are the face of your department!**

Handling Angry or Difficult Customers

- Listen carefully with interest
- Put yourself in their place (empathize)
- Ask questions in a caring, concerned manner and listen carefully to their answers
- Suggest one or more alternatives to answer their concerns
- Apologize without blaming customer even if you personally aren't to blame
- Solve the problem or find someone who can

Remember the "Golden Rule": Treat others as you would want to be treated!

Around The Office

- Be sure to try to maintain good posture as often as possible. It's a poor reflection of yourself if you're slumped over your desk all day.
- Try to keep your work area neat and tidy.
- Avoid the use of profanity. Not only does it make you look bad; it is inappropriate and it makes others uncomfortable as well.
- If you use the last of anything, replenish/replace it
- Always knock first before interrupting
- Avoid gossiping. Gossiping can hurt others and there's a good chance it may not even be true.

- Respect the privacy of those around you. Don't read memos or faxes on other people's desks and don't make comments about overheard phone calls.
- Be respectful to all, no matter what their title.
- Return messages, emails, and letters as soon as possible as to not waste anybody's time
- Stay awake and alert. Refrain from dozing off or laying your head down. If you're prone to nodding off during meetings or at your desk, try finding an aid, such as, getting more sleep or consuming more caffeine.
- Be sensitive to foods with strong smells and aromas that travel through the office. If you must eat at your desk, make sure it doesn't have a strong odor.
- Use cologne or perfume sparingly. Some scents, sprays, cologne, or perfumes could trigger headaches or perhaps even allergies. Not everyone may enjoy your favorite scent.

Overall Expectations

- *Presence*
 - Stay on task and engrossed in whatever work you may be doing
 - Keep personal phone calls to a quiet minimum and keep cell phones turned off during business hours
 - Only study on the job when permitted and when other work priorities have been met
 - Only have personal visitors in cases of emergency
 - Refrain from cell-phone use
- *Confidentiality*
 - Keep intelligence and data pertaining to the office/department confidential private
 - Don't discuss classified work matters outside of work or at inappropriate times
 - Do not divulge confidential information obtained from observations, conversations, correspondence, personal records, etc.