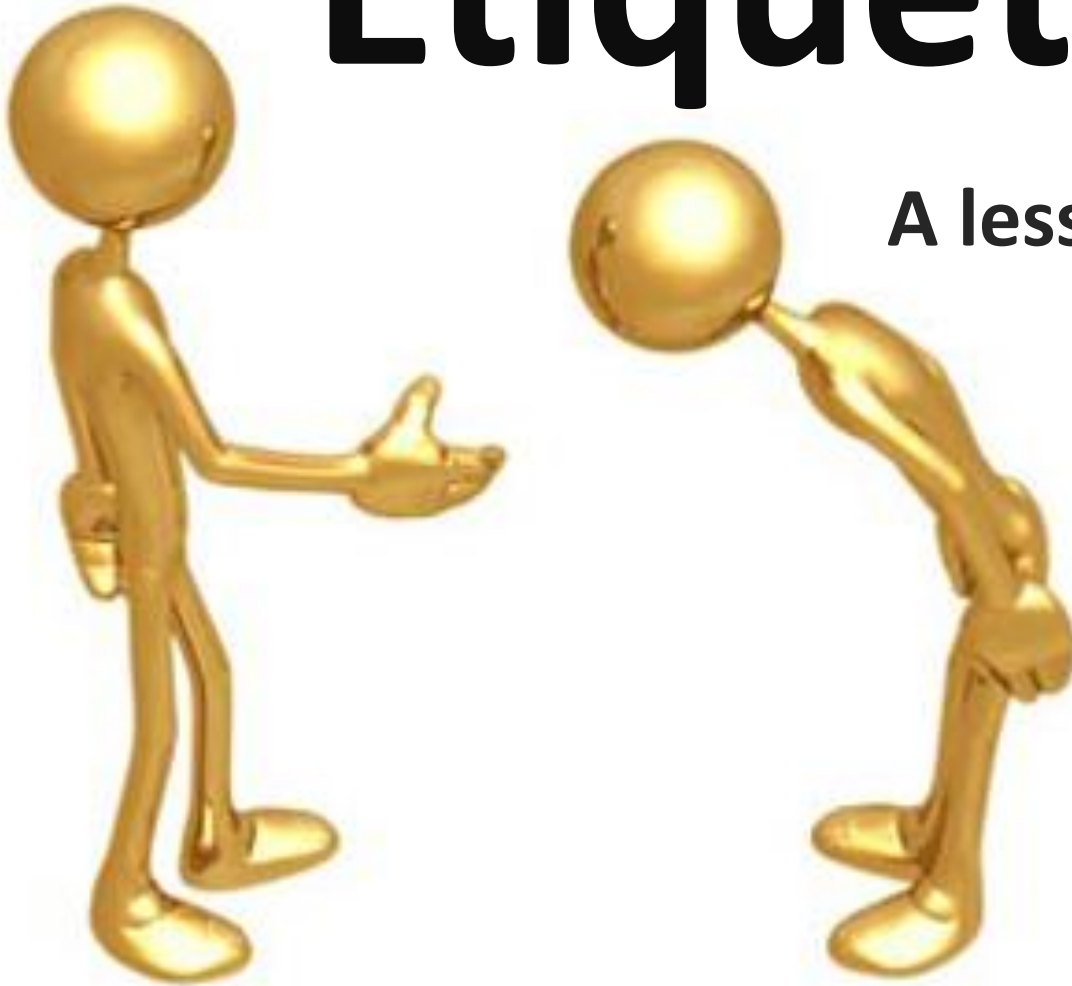


Etiquette

A lesson for Profitbricks



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This lesson is from <http://www.englishcurrent.com>.

Discuss these questions in groups

- 1) Are the people of your country well mannered compared to other nationalities?
- 2) What customs or social rules does your country have that a foreigner might not know?
- 3) What examples of bad manners do you often see?
- 4) Do you have any customer service horror stories?

How would you handle these situations?

1. The Bill – You go out for lunch with a friend. He claims he forgot his wallet but promises to repay you if you **foot the bill**. You **acquiesce**. You have seen him twice since and he hasn't offered to reimburse you.
2. Dress Code – Weeks ago, you received a printed invitation to a breakfast seminar at a hotel. You **RSVP**'d but overlooked that it said the dress code was business attire. You enter the conference room in business-casual clothes. To your **dismay**, everyone else is wearing suits.
3. Bad Date – You are out on a date with a new person. You can sense that the date is going to be a **flop**. You are not sure if you should stick it out or make up an excuse to **ditch** him (or her).

How would you handle these situations?

4. Tipping – You are at a restaurant in the US. The waiter was rude and the food **lousy**. You don't think the staff deserves a **gratuity** but your friend says you ought to tip because it's the custom.

5. The Gift – Your partner has just given you a sweater-vest for your birthday. It's hideous. You are considering asking for the receipt so you can exchange it for something else.

6. The Seat – You are seated on the bus. At the next stop, a woman gets on. All seats are occupied. You are hesitant to **yield** your seat to her because your gesture might be **construed** as offensive. She looks fit, but she could be 65 years old. On the other hand, she could be much younger.

How would you handle these situations?

7. Team-Player – The new company director has organized a team-building exercise this weekend. The event is a paint balling. You have no desire to go, but you don't want to be seen as a non-team-player.

8. Smells – One of your coworkers dresses well but wears far too much cologne. Another smells as if he doesn't shower at all. When both **stenches** are combined, you feel **queasy**.

9. Facebook – Your aunt wants to add you as a 'friend' on Facebook. You don't really want family **prying** into your online social life. But, you know she'd be upset if you refused her request

How would you handle these situations?

Your company has designed a robot. Your job is now to program the robot to interact properly with humans. What instruction do you give the robot in the following areas?

- greeting people
 - interacting with women (or men)
 - eating out at a restaurant
 - driving a vehicle
 - business etiquette
 - dating
 - international travel
 - mobile phone usage
 - writing e-mails
- Other

- 1) Is it old fashioned to think a lot about the rules of etiquette?
- 2) What rules of etiquette would you like to change?
- 3) **White Lies:** Is it okay to lie in order to avoid hurting someone's feelings?