

# Your Appearance and Behavior Matter:

# COURTESY



# Business Courtesy

Professional success depends not only on skills but also on manners. Simple courtesies can set you apart:

- Say “please” and “thank you.”
- Avoid gossip and intrusive questions.
- Respect others.
- Send thank-you notes when appropriate.

When dining professionally:

- Practice proper table manners.
- Wait for others before eating.
- Keep your area clean.
- Be respectful and composed.



# Writing Thank You Notes

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Send thank-you notes after interviews, gifts, or meaningful assistance. Keep them brief, sincere, and specific. Mention appreciation for the opportunity and reiterate your interest if it was an interview.

Send within one to two days whenever possible.



# Email Etiquette

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Email is a primary form of business communication and must be handled professionally.

Key standards:

- Use correct spelling and grammar.
- Avoid texting abbreviations.
- Keep messages concise.
- Use clear subject lines.
- Avoid emotional language.
- Reply promptly.
- Remember email is not private.
- Do not forward messages without permission.
- Use “Reply All” sparingly.
- Maintain a professional signature.

Never send anything you wouldn't want made public.



# Phone Etiquette

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Every phone call reflects your professionalism and your organization's reputation.

## Five Key Skills:

1. Answering professionally
2. Listening actively
3. Using appropriate tone
4. Remaining calm
5. Leaving effective messages

## Answering the Phone

- Stop what you're doing.
- Smile before speaking.
- State the business and your name.
- Speak clearly and warmly.

## Listening Actively

- Use verbal cues ("I understand," "I see").
  - Ask open-ended questions.
  - Repeat key details.
  - Avoid distractions.
  - Take notes.
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# Phone Etiquette (cont.)

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## Tone and Pitch

Tone communicates more than words. Speak confidently — not too loud, soft, fast, or monotone. Your voice should sound alert, calm, and professional.

## Stay Calm—Handling Difficult Calls

- Don't take complaints personally.
- Listen more than you speak.
- Show empathy.
- Focus on solutions.
- Use “we” instead of “you.”
- Stay calm and respectful.

If a caller becomes abusive, politely end the call and involve a supervisor.

## Leaving Professional Voicemails

- Think before calling.
- State your name and purpose clearly.
- Speak slowly and clearly.
- Keep it brief.
- Provide your contact information.
- End with appreciation.





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[careerhelp@wku.edu](mailto:careerhelp@wku.edu)