

Business Etiquette Quiz Answers

Quiz #1

1. When you greet someone in your office, you *tell him or her where to sit*. It is your office, and as a welcome, offer a seat. Your purpose is to make the other person comfortable.
2. When you come into another person's office, you *remain standing until told where to sit*. Once again, the person who "owns" the office that determines where people should sit.
3. When greeting someone, when do you shake hands? You shake hands *when introduced*. Until that time, stand quietly and wait for the host to make introductions. If that does not happen, introduce yourself and shake hands.
4. If you forgot a meeting with someone, you *call and apologize*. With our busy lives, you may also send an email of apology, but do it as soon as you realize that you missed a meeting.
5. When talking to a group of people, you *maintain eye contact with each person looking directly at each one*. You may start with the person who asked the question, but look at the other members of the group so they are included in the discussion. This builds rapport.
6. During introductions, you forgot someone's name; you *apologize and ask the person his or her name*. Yes, it is embarrassing to forget someone's name, but the other options are more embarrassing.
7. You are being introduced, but you were introduced incorrectly, you *casually mention the correction and then drop it*. This is the best way to have the other person know your name, title, or position in the company. You want to be remembered correctly.



Quiz #2

1. When walking through the outside door leading to the mall, who holds the door. The first three answers are correct: *A young man holds the door for an older woman; a young woman holds the door for an older man; and whoever goes in first*. We are no longer in a time period where only men open doors—women may, too. However, oftentimes, an older man will insist on holding the door for a woman, and if that is the case, let him.

2. Where do you place your purse while dining in a restaurant? You place your purse (or bag) *on your lap or between your back and the chair*. While we may see many people putting their bags in other places, proper etiquette dictates they stay off the floor and table. Bags hanging from chairs are often hit by passers-by.
3. Where do you place your cell phone while dining in a restaurant? Most people put them on the table, but according to business etiquette, your cell phone should be *out of sight*. Make the meal about the other people.
4. How much cologne or perfume should you wear at work? The correct response is *sparingly*, but, if your coworkers are sensitive to odors, you may want to wear none.
5. How should the American flag be displayed at a seminar? The American flag should always be *to the speaker's right*. State and organizational flags are placed to the speaker's left.
6. Who goes through a revolving door first? The answer is that *it depends*. If there is a door attendant, the visitor goes in first. If the revolving door is stopped, the host should go in first to push the door and then greet the visitor on the other side.
7. At meetings when wearing nametags, the best place for the nametag is on *your right side of the chest*. During a handshake, the other person's eyes can then follow your arm up to read your name. Otherwise, the person must look in the other direction. Oddly enough, most people wear their nametags on the left.
8. In which countries should the OK sign be avoided? *All of the countries listed*. The OK sign may be one of the best-known gestures in America, but it has negative or inappropriate meanings in other countries. You should also research gestures if dealing with people from other countries and cultures.
9. It is considered professional to brush or comb your hair *in private only*. You may brush your hair in the bathroom, but only in privacy. The same is true for applying lipstick or any other type of makeup.
10. You have a meeting, but you are expecting a phone call, you *turn your cell phone off*. Cell phones are distracting, and if the meeting is important, then be present for it. There are only a few exceptions to this. If you are expecting a call about a medical situation (birth, surgery, death, etc.), inform the others and leave the room if the call comes through. Accepting other calls would not be appropriate.