

**CATALOG INFORMATION**

Dept and Nbr: BOT 154.3      Title: BUSINESS ETIQUETTE  
Full Title: Business Etiquette  
Last Reviewed: 3/3/2008

| Units   |      | Course Hours per Week |      | Nbr of Weeks | Course Hours Total |      |
|---------|------|-----------------------|------|--------------|--------------------|------|
| Maximum | 0.50 | Lecture Scheduled     | 0.50 | 17.5         | Lecture Scheduled  | 8.75 |
| Minimum | 0.50 | Lab Scheduled         | 0    | 2            | Lab Scheduled      | 0    |
|         |      | Contact DHR           | 0    |              | Contact DHR        | 0    |
|         |      | Contact Total         | 0.50 |              | Contact Total      | 8.75 |
|         |      | Non-contact DHR       | 0    |              | Non-contact DHR    | 0    |

Total Out of Class Hours: 17.50

Total Student Learning Hours: 26.25

Title 5 Category: AA Degree Applicable  
Grading: Grade or P/NP  
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP  
Also Listed As:  
Formerly: BOT 87.27

**Catalog Description:**  
A refresher course for those rules of etiquette for which you do not have clarity or you have forgotten. Learn about business dining etiquette, running a meeting, co-worker relationships, and general business courtesy.

**Prerequisites/Corequisites:**

**Recommended Preparation:**

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: A refresher for those rules of etiquette for which you do not have clarity or you have forgotten. Learn about business dining etiquette, running a meeting, co-worker relationships, and general business courtesy. (Grade or P/NP)  
Prerequisites/Corequisites:  
Recommended:  
Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

|                      |                      |            |           |
|----------------------|----------------------|------------|-----------|
| <b>AS Degree:</b>    | <b>Area</b>          | Effective: | Inactive: |
| <b>CSU GE:</b>       | <b>Transfer Area</b> | Effective: | Inactive: |
| <b>IGETC:</b>        | <b>Transfer Area</b> | Effective: | Inactive: |
| <b>CSU Transfer:</b> |                      | Effective: | Inactive: |
| <b>UC Transfer:</b>  |                      | Effective: | Inactive: |

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Upon completion of the course, students will be able to:

1. Describe courteous etiquette used when opening doors, getting into cars, walking on sidewalks, and using public transportation.
2. Greet people in meetings using proper introductions, shaking hands appropriately, and keeping conversation going in networking situations.
3. Use the telephone with appropriate business manners by answering the telephone and taking messages correctly.
4. Recognize and describe the appropriate work attire in different offices and design a look that works for them.
5. Organize a meeting by sending out appropriate invitations, receiving confirming attendance, and sending a thank you note.
6. Recognize and describe appropriate manners when dining in a restaurant in a business situation.

### **Topics and Scope:**

1. Getting started
  - a. Manners are cost effective
  - b. Competitive edge
  - c. Perception is essential
  - d. Opening office doors
  - e. Opening car doors
  - f. Walking on sidewalks
  - g. Giving up seats
2. Greeting, Meeting and Acknowledging People
  - a. Greeting people
  - b. Co-worker relationships
  - c. Telephone courtesy

- d. The office setting
- e. Business attire
- f. Invitations, RSVP, and thank you
- g. Meetings
- 3. Dining Out
  - a. Arriving at the restaurant
  - b. Being seated
  - c. Drinking beverages
  - d. Place setting
  - e. Ordering food
  - f. Cafeteria dining
  - g. Eating food
  - h. Eating exotic food
  - i. Disastrous things that happen
  - j. Serving and removing food
  - k. Paying the tab
  - l. Leaving the table
- 4. Wrapping It Up
  - a. Holidays and gift giving
  - b. Big events

### Assignment:

Quizzes on course information  
 Analyze case studies and submit solutions  
 Group discussion on topics

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework

Writing  
10 - 45%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

None

Problem solving  
0 - 0%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances

Skill Demonstrations  
30 - 50%

**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items

Exams  
10 - 30%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

Class participation

Other Category  
15 - 20%

**Representative Textbooks and Materials:**

Business Etiquette, Carole Bennett, SouthWestern Pub. Co., 2001 (classic)