BOT 154.3 Course Outline as of Fall 2002

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	8.00	4	Lecture Scheduled	32.00
Minimum	0.50	Lab Scheduled	0	1	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	8.00		Contact Total	32.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 64.00 Total Student Learning Hours: 96.00

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:

AS Degree:	**Area**	Effective:	Inactive:
CSU GE:	**Transfer Area**	Effective:	Inactive:
IGETC:	**Transfer Area**	Effective:	Inactive:

CSU Transfer:	Effective:	Inactive:
UC Transfer:	Effective:	Inactive:

CID:

Certificate/Major Applicable:
Not Certificate/Major Applicable

COURSE CONTENT

Outcomes and Objectives:
The 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. Identify 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. Identify 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:

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