

ETIQUETTE & PROTOCOL

English oriented to Executive Secretarial!

Adapted from: [Business Etiquette Basics \(A2 - B1\)](#)

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PART 1

Describe the images below. What is happening and how are the people behaving?



PART 2

Match the adjectives below (1 - 6) with their definition (a - f).



1 ☐ appreciated

2 ☐ engaged

3 ☐ polite

4 ☐ bossy

5 ☐ uncooperative

6 ☐ disrespected

a. feeling involved or interested in something

b. refusing to help, participate, or collaborate

c. feeling recognized for your value, worth, or work

d. feeling that someone didn't treat you well

e. always telling people what to do

f. respectful, kind, or showing good manners

PART 3

Which of the adjectives in **Part 2** are related to the images in **Part 1**? Explain your answers.

Picture #1: _____ Picture #2: _____ Picture #3: _____

Picture #4: _____ Picture #5: _____

PART 4

What does "**business etiquette**" mean? Choose the correct answer below.



a. Goals and strategies that can help a business grow and succeed

b. A set of manners that is accepted or required in a profession

c. Supplies and materials that are necessary to have in the workplace



BUSINESS ETIQUETTE BASICS

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[Business Etiquette Basics \(A2 - B1\)](#)
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PREVIEW DISCUSSION

How important is it to have correct business etiquette?
How can it help you in your career? What role does culture play in business etiquette?



VIEWING ACTIVITY

PART 1

Discuss/Write short answers below according to the information from the video.
Go to: <https://app.fluentize.com/lesson/business-etiquette-basics>

0:01 1 What is business etiquette?

0:10 2 Where can the basics of business etiquette be used?

0:18 3 How should we treat co-workers and customers?

PART 2

What examples of **business etiquette** does the speaker give? Take some notes for each category below and then explain what you heard.



1:19
1 When meeting someone

2:21
2 In conversations



BUSINESS
ETIQUETTE

3:13
3 Tone when speaking and writing

4:14
4 Using smartphones

1. _____
2. _____
3. _____
4. _____

