

## 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 <input type="radio"/> | appreciated   | a. feeling involved or interested in something       |
| 2 <input type="radio"/> | engaged       | b. refusing to help, participate, or collaborate     |
| 3 <input type="radio"/> | polite        | c. feeling recognized for your value, worth, or work |
| 4 <input type="radio"/> | bossy         | d. feeling that someone didn't treat you well        |
| 5 <input type="radio"/> | uncooperative | e. always telling people what to do                  |
| 6 <input type="radio"/> | disrespected  | 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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## ? 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

3:13 **3** Tone when speaking and writing

4:14 **4** Using smartphones



1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

