## Pre-Assignment

STEP 1: Think of 3 business activities you conducted in the past 7 days. It doesn’t have to be big activity; it may be routine work like meeting with a client or replying to queries online. List them in column 1.

STEP 2: When you’re done listing your three activities in column 1, write one way (preferably expressed in behavioral terms) where in you had practiced good manners/ professional courtesy in that situation. Put your responses in column 2.

STEP 3: Come up with what else they could have done in that situation to express their good manners and professional courtesy. Write your answers in column 3.

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| 3 Business Activities I Did in the Last Week  | How I showed good manners/ professional courtesy in this situation | What else I could have done to have expressed good manners/ professional courtesy. |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |

What do you think your responses say about your practice of business etiquette?

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