

Name: _____

Hour: _____

VIDEO WORKSHEET

Review:

After watching *Manners Boot Camp: Professional Courtesy*, answer the following review questions.

1. Why are having good manners important when you're making a first impression? _____

2. What is the first thing you should do when you start looking for a job? _____

3. What grooming tips should you keep in mind when preparing for an interview? _____

4. Why is it important to show up to a job interview on time? _____

5. How do you project confidence in an interview? _____

6. What should you write in a thank you note following an interview? _____

7. What are the guidelines for using your cellphone at work? _____

8. How should you answer your business phone calls? _____

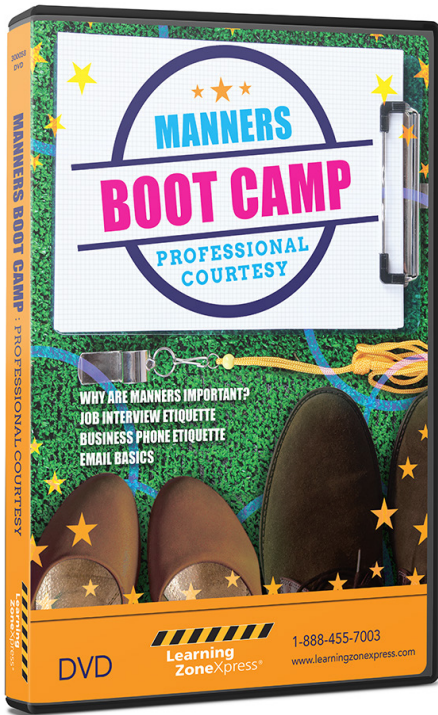


9. What are some rules to follow when using email in business communication? _____



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ANSWER KEY

Review:

After watching *Manners Boot Camp: Professional Courtesy*, answer the following review questions.

1. Why are having good manners important when you're making a first impression? _____

Having good manners is important because people make a decision about you in a matter of seconds.

Being polite goes a long way towards making a good first impression.

2. What is the first thing you should do when you start looking for a job? _____

Assume that potential employers will search your name online. Make an effort to clean up your online presence on social media. Check your privacy settings to keep personal things private.

3. What grooming tips should you keep in mind when preparing for an interview? _____

• ***Freshly shampooed hair.***

• ***Clean fingernails.***

• ***Teeth brushed.***

• ***Dress conservatively and appropriately for the job you want—better to be a little too formal than too casual.***

• ***Piercings and body art are OK, if they fit with the kind of business you're applying to.***

4. Why is it important to show up to a job interview on time? _____

It tells the employer how likely you'll show up to work on time.

5. How do you project confidence in an interview? _____

You can project confidence through your body language:

Sit and stand up straight.

Look people in the eye.

Smile.

Shake hands firmly, but not too roughly.

6. What should you write in a thank you note following an interview? _____

After an interview, follow up with a thank you note that says that you appreciated the opportunity to meet and discuss whatever position you applied for. Say that you look forward to hearing from them soon and conclude with an expression of enthusiasm for the company or organization. Sign the letter with "Sincerely" or "Best Regards."

7. What are the guidelines for using your cellphone at work? _____

Use a low-key ring tone that won't embarrass you when it goes off.

Use a professional greeting when you answer the phone like "Hello. This is John."

Avoid taking personal calls at work.

Text or check social media when you're on a break.

Don't place your phone on the table during a meeting. Turn the phone to vibrate and put it away.

8. How should you answer your business phone calls? _____

• Smile before speaking so the person on the other end can hear warmth in your voice.

• Identify yourself and the company.

• Speak clearly.

• Never interrupt or argue with a caller.

• Be aware of your volume. Keep your voice quiet and conversational.

9. What are some rules to follow when using email in business communication? _____

- ***Use Reply All sparingly. Reply to the sender unless others really need to see your message.***
- ***Forward with caution. Delete other addresses listed on the original message, unless it's a situation where all the people know each other already.***
- ***Make the subject line specific. If the topic of a thread changes, change the subject line.***
- ***Use a simple greeting such as Hello or Hi with the person's name.***
- ***Be brief as possible.***
- ***Add attachments to an email first so you don't forget to add it later.***
- ***Put the most important information first.***
- ***Use correct grammar and spelling.***

