

How To Make Introductions

When you are in the work world, you will be expected to know business etiquette. The word etiquette means rules of behavior based on: a) tradition — what has been done in the past; b) efficiency — best way to do things, and c) logic — what makes sense. Another word for etiquette is manners.

Business etiquette affects how supervisors in the work world see you. Good job skills is not all there is to being a successful worker. Also important are: a) getting along with others; b) using good manners, and c) tact — making others feel comfortable by saying and doing the right thing. Supervisors prefer to promote workers who have both — good job skills and good business etiquette to help make co-workers and customers feel comfortable.



In business situations, if you forget to make an introduction, it is called a faux pas (French word for a social blunder or mistake in manners. Pronounced "foh paw."). Why are introductions important? Introductions make others feel comfortable and friendly — and makes the introducer important and business-like.

For example, have you ever stood in a group of people you did not know while a friend chats with other people in the group? If it seems that everyone else knows each other, you may feel awkward and embarrassed. Your friend may **think** that you know the members of the group, **forgot** to introduce you, or **does not know how** to introduce you to the group. A person who has not been introduced may feel socially invisible. In addition, members of the group will be unsure how to talk to the person if they do not know who he or she is. Introductions make everyone feel comfortable and friendly. The person who makes the introductions takes control of the situation — and exercises the power of politeness — to help things move along smoothly. The main rule of introductions is to keep it simple and respectful.

HOW TO MAKE INTRODUCTIONS. Follow these four easy steps:

Introducing

1. Use the name of the most important person first.

The most important person is usually the person with the higher level job. Use a person's title such as Mr., Mrs., Ms (pronounced Miz), Miss, Doctor, Professor, Captain, or other title before the person's last name. Do not use first names unless you know that first names are acceptable in your company. In some companies, people use first and last names such as Joe Smith instead of Mr. Smith or Joe.

Listen how people are introduced at your company so that you will what to do.

It is always safe to use person's last name (such as Mr. Smith). Then, let the person being introduced invite others to use his or her first name.

EXAMPLE: "Doctor Jones, I'd like you to meet Mr. Smith." (Then, Mr. Smith says, "You can call me Mike.")



There is one exception to this rule. A customer (or client) is an important person because customers bring money into the company. Therefore, when introducing a customer, use his or her name to start the introduction. EXAMPLE: "Mrs. Johnson, I'd like you to meet my manager, Mr. Brown." (Mrs. Johnson is the customer.) If you do not know who has the higher level job and neither person is a customer or client, use the name of the person you wish to compliment or show respect to first. Or, to show respect for age, you may use the name of older person first. EXAMPLE: "Mr. Green, I'd like you to meet my friend, Tom Brown." (Mr. Green is 50 years old, and Tom is 23 years old.)



2. **Establish eye contact with the person to whom you are talking. Smile and look pleasant.**

3. **Say each person's name clearly.**

4. **If you have time, add information about the person being introduced.** EXAMPLE: "Mrs. Johnson, I'd like you to meet Mr. Smith. He is the manager of Steaks and Seafood Restaurant." Or, "Mr. Green, I'd like you to meet my friend, Tom Brown. Tom is in my drafting class at Careerville High School."

When adding information about person introduced, be sure the information is: a) right for the situation; b) positive about the person. The introduction show something about you, too. It shows that you have: a) social skills; b) can make people feel comfortable and friendly; c) have human relation skills to keep the conversation flowing in a positive direction. Making introductions is a skill that you need to practice starting today so that this skill will be a natural part of your personality in a future career.

QUICK CHECK:

1. On what 3 things are rules of behavior based?
2. What is another word for etiquette?
3. a) Besides job skills, what 3 other things are important for successful employees?
b) Define "tact."
4. Supervisors are more likely to promote workers who have what 2 good things?
5. What does "faux pas" mean?
6. For what 2 reasons are introductions important?
7. Give 3 reasons why a friend may not introduce you to a group.
8. a) What do you think it means to be "socially invisible"? b) Introductions make everyone feel what 2 things?
9. What is the main rule of introductions?
10. Whose name should you introduce first?
11. a) Do not use first names unless what?
b) What is always safe?
12. Why is a customer's name used first?
13. a) When you do not know who has higher level job, and neither person is a customer, who should you introduce first?
b) How can you show respect for age?
14. What are steps #2 and #3 for introductions?
15. If you have time, what may you add?
16. When adding information about the person, about what 2 things should you be sure?
17. a) What 3 things does the introduction show about you? b) When should you start practicing the skill of making introductions? c) Why?
18. Homework: Watch others to see how introductions are made. Practice introducing people whenever you have the opportunity.

Hello!