



*Creating opportunity, Inspiring success*

# THE ESSENTIAL OFFICE ETIQUETTE GUIDE



BANGKOK







# ***Etiquette guide***

*Working in a new office can be daunting, so we would like to offer you some top tips on the ‘unspoken’ codes of behavior in the office – these are mostly about maintaining a pleasant environment in an enclosed space.*



BANGKOK



1

*Say hello & greet your team when you arrive in the mornings – it makes a huge difference in building relationships and creating a good team atmosphere. Use your common sense however and choose appropriate times.*



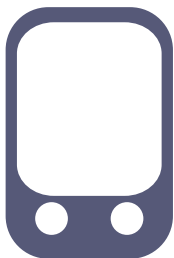
2



*Watch your language & topics of conversation – every team and office are different in what is acceptable to discuss, but stay away from politics, religion and moderate your language. Profanity may offend some colleagues and can look unprofessional.*

3

*Manage your notifications (this applies to your phone/ desktop/ tablet etc) – have it on silent or vibrate, turn down your email alerts and other noises, as this can create a difficult environment for your co-workers.*



*Take personal calls away from the desk – find a meeting room or somewhere public where you can talk more freely, as you don't want to disturb others.*

4

5

*Be punctual – turning up late for a meeting implies a lack of respect for someone else's time. In the same way, show respect for others' time and be observant of when people have time to talk and when they don't.*



6

*Having a long discussion with someone? See if you can move it to a meeting room or the corridor – those sat around you might not want to hear your forty minute dissection of the project.*

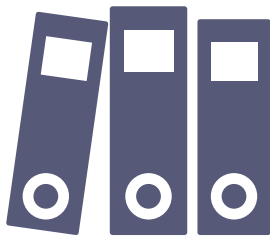
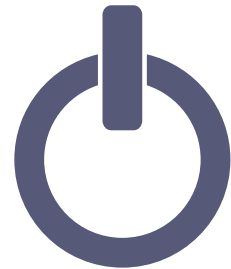


*Email etiquette: Who really needs to be copied in and do you really need to reply all? Adding unnecessary items to inboxes isn't helpful – the less thoughtfully you communicate the less effective it will be.*

7

8

*Try not to take phones to meetings – or if you do, don't text, email or whatsapp until the break. Take your cue from the meeting leader.*



*Keep your desk tidy – even if you don't mind the mess, it doesn't inspire confidence in your organizational abilities.*

9

10

*The main conflict at work is generally sharing space with other people – keeping strong-smelling food and other odor sources out of the office will help keep you on the good side of your co-workers.*



*Don't be afraid to disagree with your colleagues, but remember to keep it polite and not personal.*

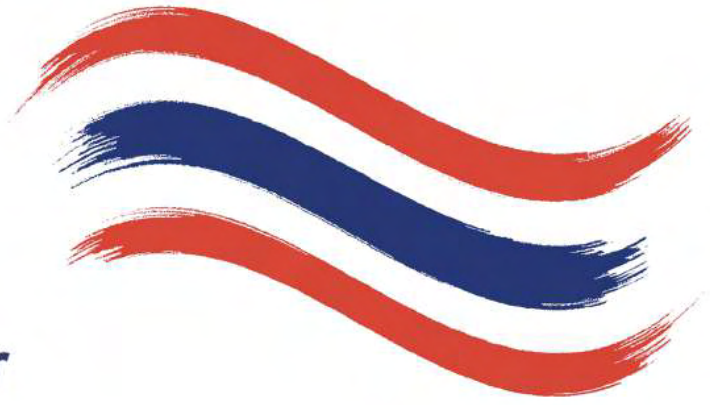
11

*While the same common sense approach will apply in any office, it is a good idea to try and adapt to local customs to make the most out of your internship. We've produced a list of simple tips that will help you fit in as easily as possible with your local office! However, always observe your co workers carefully and follow their lead if you are unsure.*



## BANGKOK

- **Tone:** This is quite crucial when it comes to interacting with Thais. It is best to try to be proactive but not too aggressive especially when interacting with senior member.
- **Addressing others:** Just like in English Mr or Ms, Thais do have the way we address others as well. It is considered polite to address the other by 'Khun' and this applies to both males and females.
- **Nickname:** Thais have a unique nickname culture, all of us have ones besides our official full name. It is okay to ask for Thais' nickname and call us by it. Along with the addressing point, it is alright to call Thais with 'Khun' then follow by nicknames.
- **Greeting others with 'Wai':** Traditionally, the hand gesture of 'Wai' was taken more seriously as in there were appropriate levels of the hand that you need to follow. However, with younger generation, it is okay that you might put your hand together on the chest level and say the word 'Sa Wad Dee' (hello in Thai.)



## Good to Remember

**Be humble:** Thais are generally quite humble. It is best to show that you are active while not being overly confident.

**Always Ask:** Working culture in Thailand is getting more international and more diverse. It is always good to ask for clarification when something is unclear. Again, bare in mind that it is still good to be polite when interact with senior members of the team.

