

HELLO! HOW ARE YOU?

Business Manner Sharing



Danny @ SZTM

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Why do we learn business manner?



**All manner is not about teaching you how to serve others,
but about how to become a better version of yourself.**

HELLO

GREETING

HOW ARE YOU

CARING

I' M FINE

SELF-PRESENTATION

THANK YOU

RESPECT & GRATITUDE

AND YOU

STAYING CONNECTED

HELLO

Tony's Story 1



Situation 1

Tony works in the company office. One day, he received a notice from the boss: Mr. A, a client, would arrive at Shenzhen Airport at 3 p.m. Then to visit the company and discuss a potential partnership. The company was eager to secure this highly profitable order. Tony was assigned to take charge of the reception.

Tony fully understood how important this reception was. **He kept busy arranging the agenda and decorating the meeting room**—until 2:00 p.m. He then rushed to the airport, but got stuck in traffic. By the time he arrived, Mr. A had already been waiting for quite a while.

Tony hurried over to Mr. A, **pulled a crumpled business card out of his pocket, handed it to him, and introduced himself with an apology.** Then Tony and Mr. A got in the car and headed to the hotel.

HELLO

HOW ARE YOU

I'M FINE

THANK YOU

AND YOU

1 Business Card Manner



**Hand over
with both
hands**



**Keep it
facing up**



**Receive with
both hands**



**Keep it
in a holder**



**Face-to-face
exchange**



**Don' t put it
away too
quickly**



**Read it on
the spot**



**Avoid improper
actions**

**What you hand over is a card, but also yourself.
What you receive is a card, but also respect.**

HELLO

HOW ARE YOU

I'M FINE

THANK YOU

AND YOU

1 Business Card Manner

“The only product you sell in your entire life is yourself.”

— Joe Girard

Joe Girard is recognized by Guinness World Records as the **world’ s most successful salesman.** Over a 15-year career in car sales, he sold 13,001 Chevrolets—all one-on-one to individual buyers. He is known for averaging six cars sold per day over 12 consecutive years, and is hailed as **“the world’ s greatest salesman.”**



HOW ARE YOU

Tony's Story 2



Situation 2



After the car arrived at the hotel, Tony pushed the door open and rushed straight to the front desk to check on the room reservation and handle the check-in for Mr. A. **Mr. A waited in the lobby for a while.**

After leading Mr. A to the room, Tony looked around the room to check for anything inappropriate, then **waited at the door doing nothing while Mr. A spent nearly half an hour unpacking and settling in.**

HELLO

HOW ARE YOU

I'M FINE

THANK YOU

AND YOU

2 Check-in Manner (Before Arrival)

- **Get the room ahead of time.**
- **Book rooms next to each other, or on the same floor.**
- **Ask about personal needs before they arrive.**
- **Register the car plate and arrange a welcome.**
- **Check the weather and prepare for emergencies.**
- **Clean the kettle and fill it with water.**
- **Leave a welcome letter and some snacks.**
- **Set up a small workspace.**
- **Make the bathroom feel like home.**
- **Add a few thoughtful touches.**

HELLO

HOW ARE YOU

I'M FINE

THANK YOU

AND YOU

If it were me, what would I want?

I want to get to my room fast
Get the room ahead of time.

I want to be near my team
Book rooms next to each other, or on the same floor.

I want to sleep well
Ask about personal needs before they arrive

I want to feel valued
Register the car plate and arrange a welcome.

I want to feel safe and taken care of
Check the weather and prepare for emergencies.



I want hot water for tea or medicine
Clean the kettle and fill it with water.

I want the Wi-Fi password and breakfast info
Leave a welcome letter and some snacks.

I want to work and take notes
Set up a small workspace.

I want to relax and refresh
Make the bathroom feel like home.

I want a small surprise
Add a few thoughtful touches.

I'M FINE

Tony's Story 3



Situation 3

When they got to the meeting room, boss asked Tony to join the meeting. Tony felt awkward about sitting at the main table, so **he quietly slipped into a seat in the back row**. Then the leader noticed that the **seating for the company and the client was not right**, and quickly asked someone to fix it.



HELLO

HOW ARE YOU

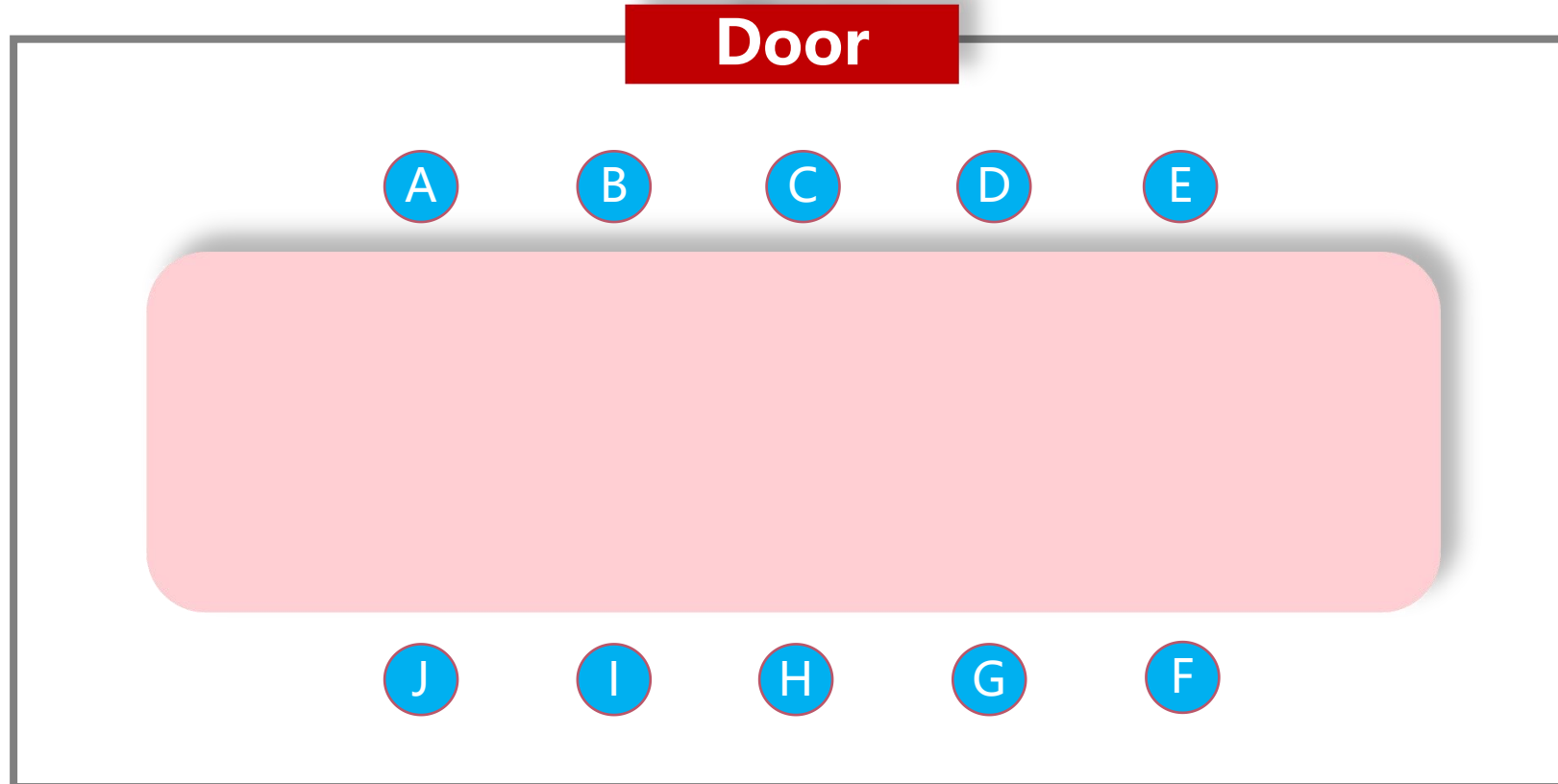
I'M FINE

THANK YOU

AND YOU

3 Meeting Manner

QUESTION: The client's team has: Mr. A, 1 VGM, 2 managers, and 1 assistant. Our team has: 1 Boss, 1 VGM, 1 manager, 1 engineer, and 1 assistant. If you were Tony, how would you arrange the seating?



HELLO

HOW ARE YOU

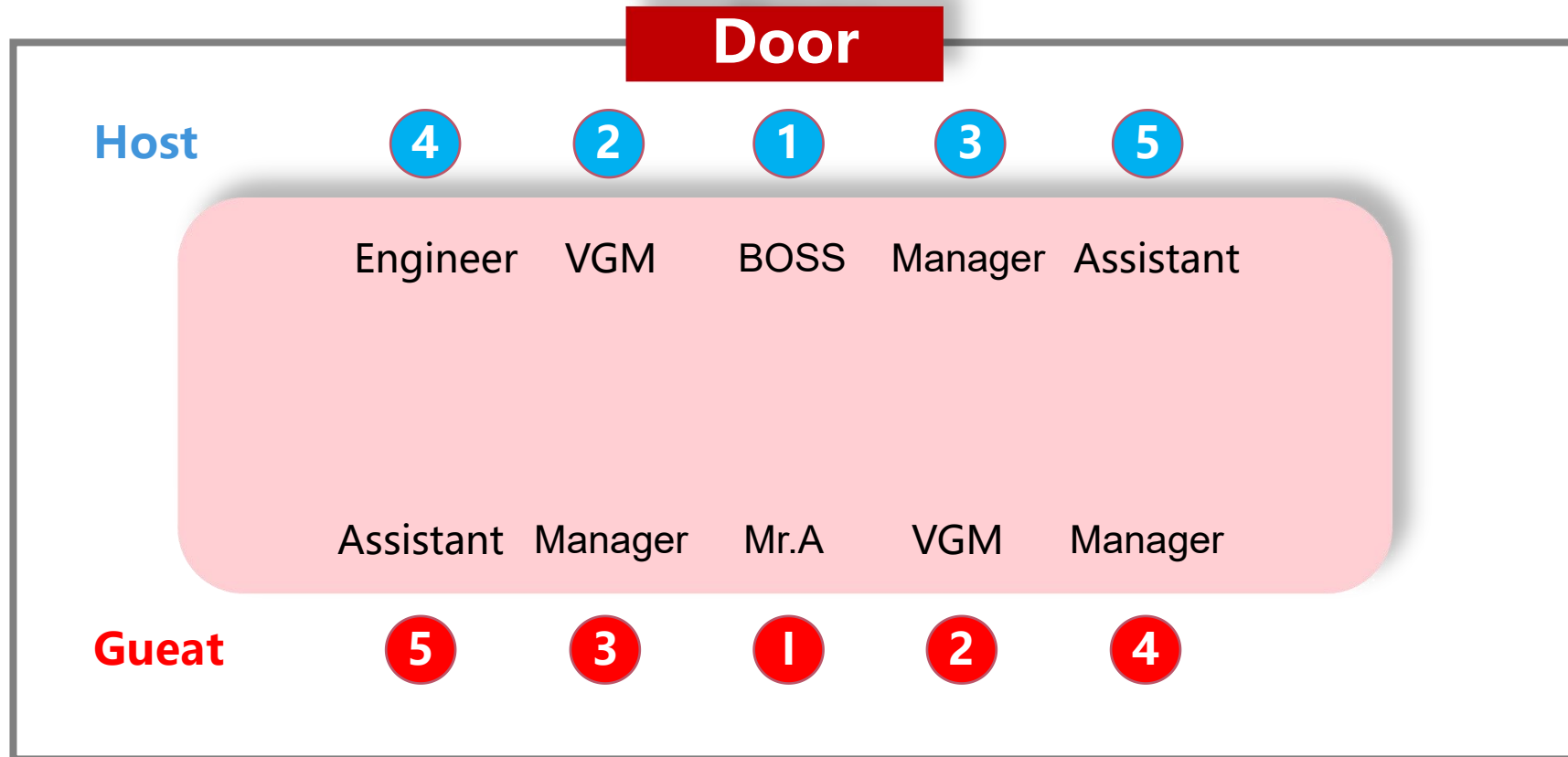
I'M FINE

THANK YOU

AND YOU

3 Meeting Manner

- In Chinese government meetings, boss sit in the middle, his/her left side is for the next important person.



HELLO

HOW ARE YOU

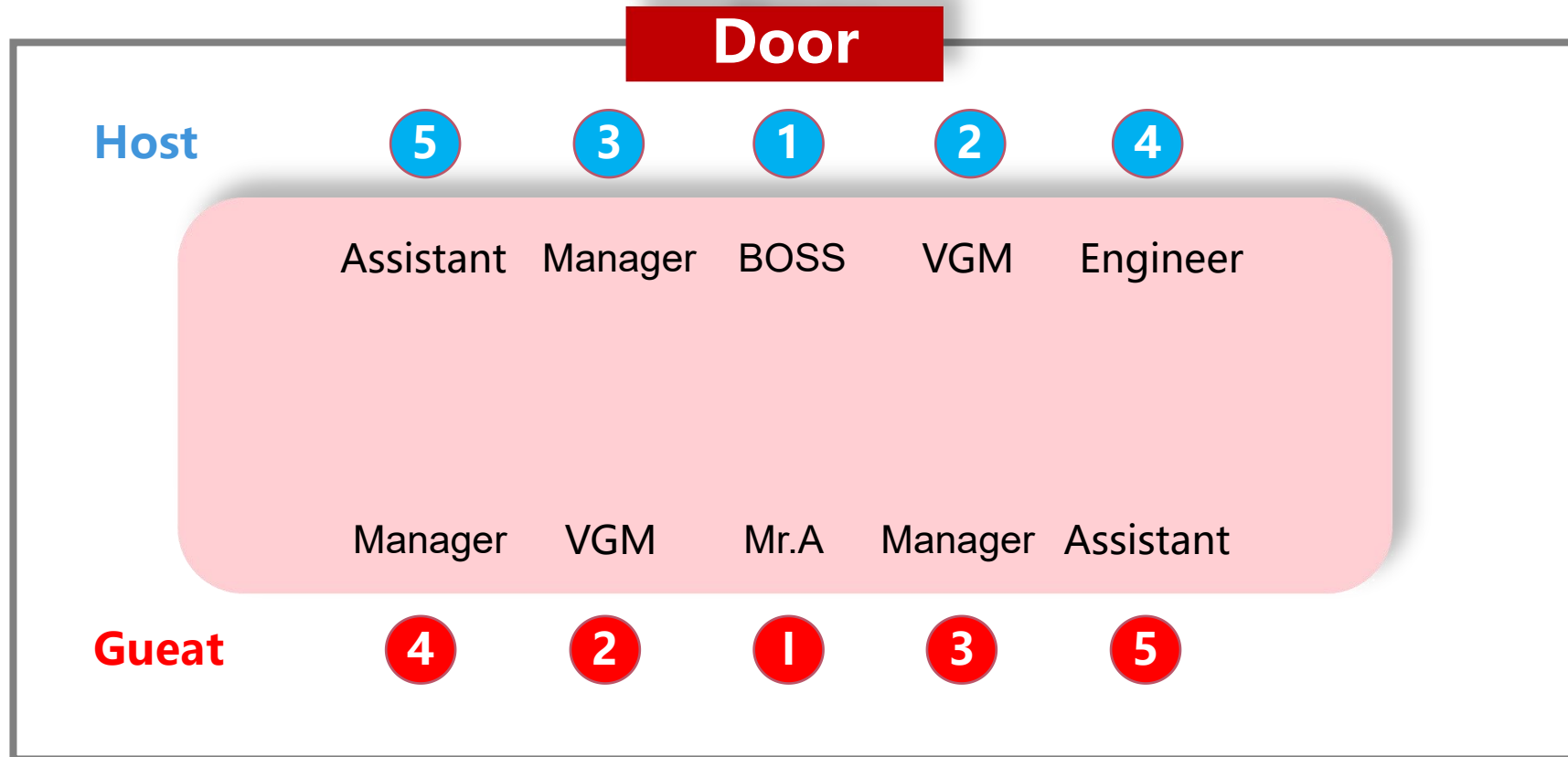
I'M FINE

THANK YOU

AND YOU

3 Meeting Manner

- In international meetings, the right side is for the next important person.



HELLO

HOW ARE YOU

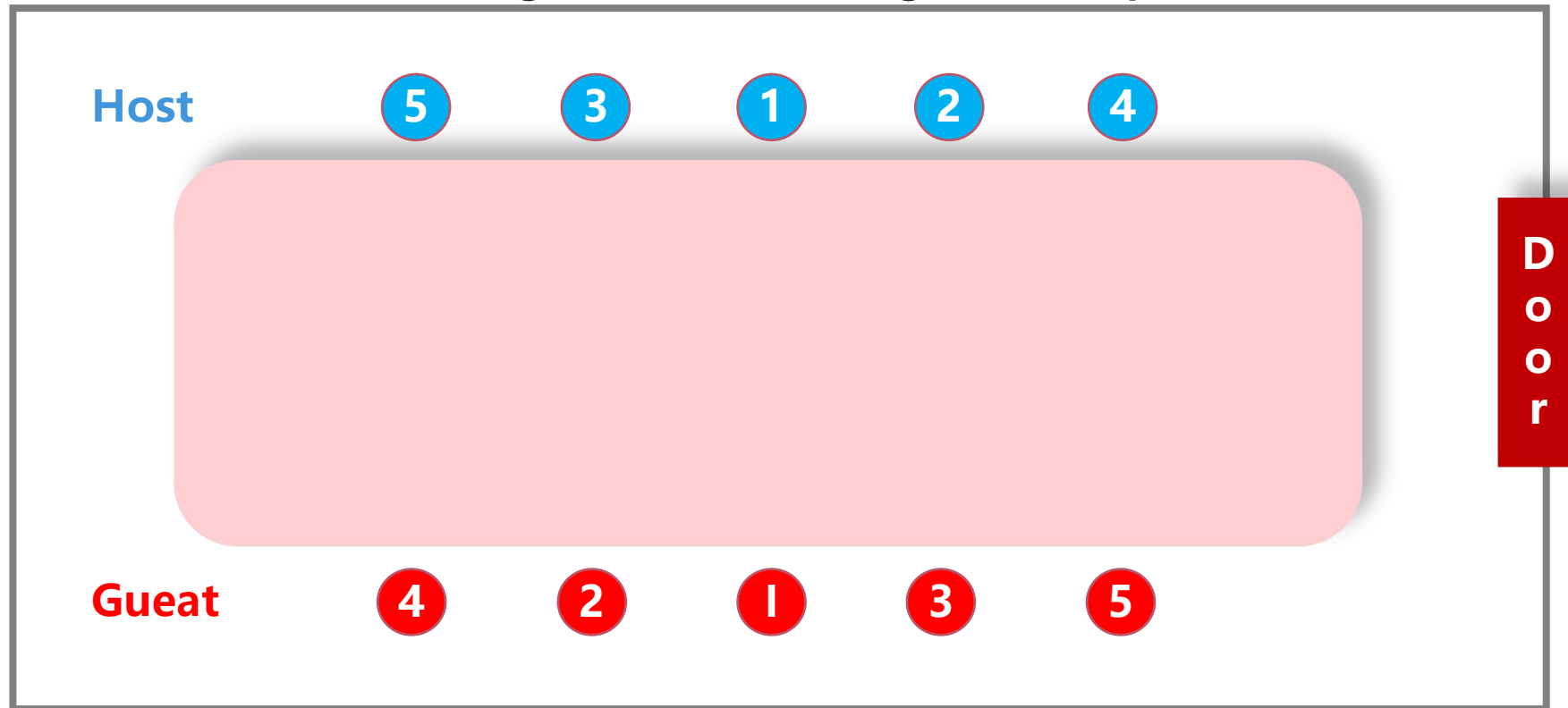
I'M FINE

THANK YOU

AND YOU

3 Meeting Manner

Chinese government meetings for example



THANK YOU

Tony's Story 4



Situation 4

After the meeting, the company arranged a dinner for the guests. When they arrived at the restaurant, the boss and clients were chatting at the tea table. A waiter came into the private room to take the order. Tony wasn't sure what to do. To respect the client's opinion, **he handed the menu to the client and asked what he liked. Then he asked the boss for his opinion too. It took 20 minutes just to finish ordering.**



HELLO

HOW ARE YOU

I'M FINE

THANK YOU

AND YOU

4 Ordering Manner

Confirm
flavors



Soup



Fish / shrimp / crab



Vegetables



Desserts
Cold dishes

Specialties



Pork / beef / lamb



Chicken / duck
/ goose



Rice / noodles



Confirm
Portions
/ Price

AND YOU

Tony's Story 5



Situation 5

When Mr. A finished his visit and was getting ready to check out and leave, Tony said a few simple words of thanks and good wishes, waved his hand, **and turned around to leave.**

Tony let out a long breath. The reception was finally over.



HELLO

HOW ARE YOU

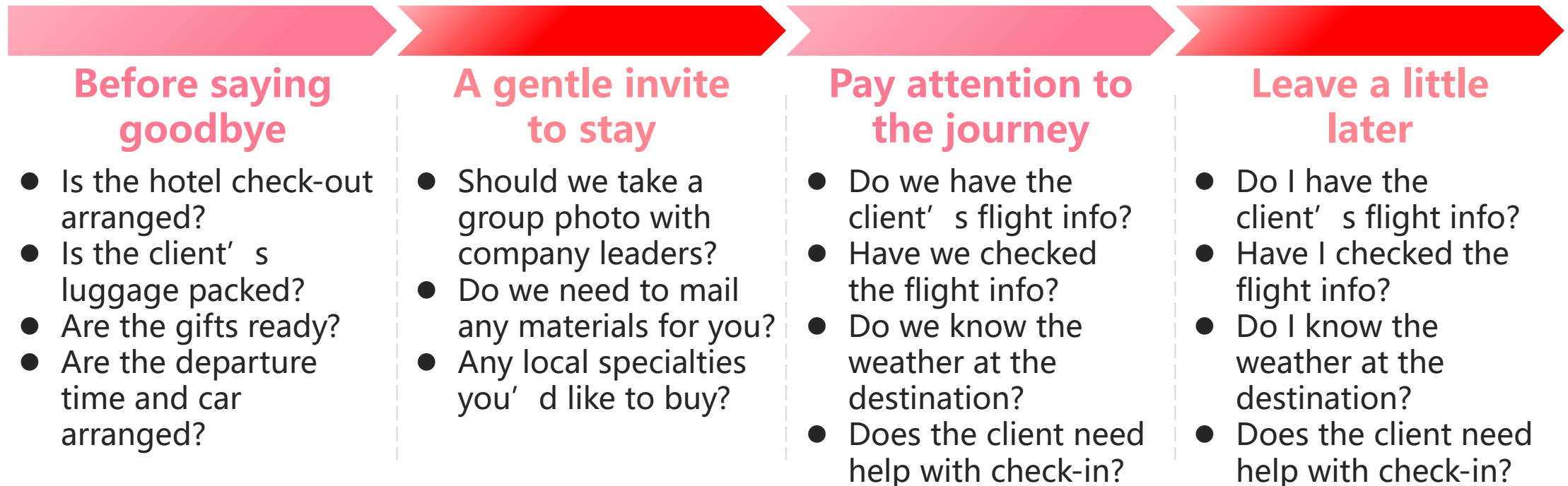
I'M FINE

THANK YOU

AND YOU

5 Farewell Manner

The first impression can be fixed. But the last impression often can't.



HELLO	-----
HOW ARE YOU	-----
I' M FINE	-----
THANK YOU	-----
AND YOU	-----

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RESPECT & GRATITUDE
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To become a better version of yourself.