**GREETINGS AND INTRODUCTIONS**

In this activity, you and the Job Seeker will read through different workplace scenarios that address professional greetings and introductions. When you read the scenarios, talk with the Job Seeker about whether the greeting/introduction was appropriate, or inappropriate for the workplace? This activity is designed to help you get some data on the Job Seeker’s understanding of greetings and introductions.

The activity can also be used as a lesson. Feel free to use these non-examples, or others of your creation, to help teach and explain the proper social scripts for these situations.

Please adapt these scenarios and the accompanying anchor charts to best fit the communication needs of your Job Seeker. This will help make sure that they receive the most benefit from this activity.

**Greeting: Boss**

 No matter where you work, you will have a boss. It can be scary to greet or introduce yourself to your boss. There are a lot of ways to greet your boss in appropriate ways. Read the following scenarios and discuss whether they were appropriate or inappropriate.

1. You are walking down the hallway at work. Your boss is talking to one of your coworkers. You walk up to your boss and say “hello” right away. He nods, and you keep walking.
	1. Answer: this was an inappropriate greeting. Job Seekers should wait for the boss to be free/finished talking before they greet them.
2. You have a meeting with your boss. You knock on his office door, say “hello, how are you?” and wait for your boss’ response. Then you start the meeting.
	1. Answer: this was an appropriate greeting. The Job Seeker ensured that the boss was ready to talk to them, began the conversation with an appropriate greeting, and waited for a response”
3. You see your boss on a Monday morning. You say “what’s up?” and shrug when your boss asks how your weekend went.
	1. Answer: this was an inappropriate greeting. Job Seekers should use formal, workplace appropriate language when addressing their superiors.
4. You see your boss on a Friday afternoon. You say, “Hi! You’ll never guess what I’m doing this weekend. I’m going camping, and to the store, and I’m going to get more cat food, and crackers. My sister is coming to visit from Atlanta and I can’t wait to see her. She’s not coming until Sunday, but she’ll be in town until next Tuesday so I think we’ll get to do some fun things. By the way, I’ve noticed that the printer is low on toner so I’ll have to talk to someone about that today. Do you have plans for this weekend?”
	1. Answer: this was an inappropriate greeting. Job Seekers should avoid over-sharing and stick to simple, small talk during greetings. Employees should avoid sharing too much personal information unless asked.
5. You see your boss when you’re walking into work in the morning. He smiles, waves, and says “hi!” You smile back, make eye contact and say “hello!” He asks you how your day is going, and you give him a short reply. You ask how his day has been.
	1. Answer: this was an appropriate greeting. The Job Seeker greeted his boss with enthusiasm, and gave the correct scripted response to his greeting.
6. Your boss enters the same elevator as you. He says “hi, how are you?” You respond with “It’s been a very rough day. My back’s been aching and I’m just not feeling well. I just want to go home and snuggle up with my pet. I wish it was the weekend. How are you?”
	1. Answer: this was aninappropriate greeting. When someone asks “how are you,” they expect a scripted response such as “I’m well, how are you” or “I’m fine, how are you.” It is inappropriate to complain about work while greeting your boss.

**Greeting: Co-workers**

 Seeing your co-workers every day can be a lot of fun! There are a lot of ways to greet your coworkers in an appropriate way. Read the following scenarios and talk about whether they were appropriate or inappropriate ways to greet your coworkers.

1. You see your coworker during lunch. You sit down next to her, touch her shoulder, and say, “Hi, Tina! How are you? I’m fine, but work is really hard don’t you think. And by the way, I forgot my lunch today. Doesn’t that stink? Can I have a few of your chips?”
	1. This was an inappropriate way to greet your coworker. Job Seekers should not touch their coworkers while on shift, and should wait for responses to questions before they continue to talk. It is not appropriate to ask to eat someone else’s food.
2. You see your coworker during lunch. You walk up to her table and ask, “do you mind if I join you?” She says “of course not, sit down!” You sit at her table and ask, “how has your day been so far?” You wait for her to respond.
	1. This was an appropriate greeting. The Job Seeker respected his/her coworker’s personal space by asking whether she wanted company. The Job Seeker allowed his/her coworker to respond before continuing the conversation.
3. You get into the same elevator as one of your coworkers. You say, “hi, how are you?” You wait for them to respond. When they ask how you are, you say, “I’m well, thanks.”
	1. This was an appropriate greeting. The Job Seeker followed the socially acceptable script for asking and responding to the question “how are you?”
4. You run into your coworker while at the store to buy groceries. You run up behind them, and yell their name. They jump in surprise, and you look through their shopping cart. You ask them questions about the food they are buying for dinner.
	1. This was an inappropriate greeting. The Job Seeker invaded his/her coworker’s privacy by looking through their shopping cart. The Job Seeker also scared his/her coworker.
5. You see your coworker walking down the hallway. You smile and wave. They smile and ask how your day has been. You reply, telling them that it has been good. You ask about their weekend, and begin a conversation about the weekend.
	1. This was an appropriate greeting. The Job Seeker approached their coworker in a respectful and casual way. The Job Seeker asked a polite question to start a conversation.
6. You walk up to a coworker who is at the printer. You tell them that they are in your way, and that the document that you printed is already on the tray.
	1. This was an inappropriate greeting. The Job Seeker did not greet his/her coworker.

**Greeting: Customers**

Many jobs require you to interact with customers every day. Many times, you will greet them as they walk in the door or at other times while you do your work. Greeting customers is an important part of making a customer feel welcome and happy. There are many appropriate ways to greet customers. Read the following scenarios and talk about whether they are appropriate greetings.

1. A customer walks into your workplace. You notice them. You are busy with something, and decide to finish what you are doing before you greet them. It takes about 30 minutes to finish your task, and by the time you are done, the customer is gone.
	1. This was an inappropriate greeting. The Job Seeker did not greet the customer.
2. You are really busy at work when you notice a customer walk into your workplace. You look up and say, “Hello, welcome to \_\_\_\_\_\_\_\_\_\_. May I help you with anything today?” the customer smiles and says he/she is just browsing. You smile and nod. You return to your work, checking in every few minutes to see whether he/she needs you.
	1. This was an appropriate greeting. The Job Seeker continued to do his work, but took time to acknowledge the customer and attend to his/her needs. This provided customer service while still focusing on other tasks.
3. You notice that a customer is having trouble with something. You walk up to the customer and say, “hello, I’m \_\_\_\_\_\_\_\_. Can I help you with anything today?” The customer explains what they need, and you say, “OK, that sounds difficult.” You move on to the next customer.
	1. This was an inappropriate greeting. While the Job Seeker initiated the greeting correctly, they ignored the customer’s need instead of addressing the customer’s needs.
4. You notice that a customer is having trouble finding something in the store. You walk up to the customer and say, “hello, welcome to \_\_\_\_\_\_\_\_\_\_. May I help you with anything today?” The customer smiles and tells you what they need. You smile and do your best to help them. If you can’t help, you find someone else to help the customer.
	1. This was an appropriate greeting. The Job Seeker treated the customer warmly, and did not ignore the customer after the initial greeting.

**Introduction: Boss**

1. You walk into work on your first day. You see your new boss. You say, “Hey, how’s it hangin’? My name is \_\_\_\_\_.”
	1. This is an inappropriate way to introduce yourself to your new boss. Introductions in the workplace should be formal and avoid slang.
2. You walk up to your new boss and extend your hand for a handshake. “Hello, my name is \_\_\_\_\_\_. How are you?”
	1. This is an appropriate way to introduce yourself to your boss. It is formal, and does not use any slang.
3. You ask a coworker to introduce you to your new boss. While you walk up to him, you stand behind your friend and giggle shyly. Your coworker makes the introduction and you hide behind your co-worker.
	1. This is an inappropriate way to be introduced to your boss. If possible, the job seeker should be confident and interact directly with their supervisor.
4. You ask a coworker to introduce you to your new boss. You walk up to your boss alongside your co-worker. When your co-worker makes the introduction, you shake his hand and extend an appropriate greeting.
	1. This is an appropriate way to be introduced to your boss. In this situation, the Job Seeker is polite, confident, and interacts directly with the supervisor.

**Introduction: Co-workers**

 Meeting a new coworker for the first time can be fun and a little scary. There are many appropriate ways to introduce yourself to a new coworker. Read the following scenarios and talk about whether each one was an appropriate way to introduce yourself to a new coworker.

1. When the new coworker walks in, you yell from the back of the room, “don’t do it. You’re going to hate it here” and laugh. When the coworker asks what your name is, you reply, “it’s on a need to know basis.”
	1. This was an inappropriate introduction. The Job Seeker did not treat his/her coworker with respect, and successfully exchange information. The Job Seeker did not make his/her coworker feel comfortable in the work environment.
2. When a new coworker walks in, you greet him, shake his hand, and tell him your name. You ask for his name in response.
	1. This was an appropriate introduction. The Job Seeker extended a simple greeting and successfully exchanged names with the coworker.
3. When a new coworker begins his shift, you stand next to him and say “hello,” you ask for his name. You tell him yours. You ask him to create a super secret best friend handshake, and tell him to listen to your mixed tape.
	1. This was an inappropriate introduction. The Job Seeker failed to keep a professional distance from the new coworker. The Job Seeker shared too much personal information for a first greeting.
4. When you meet a new coworker during lunch, you smile and say, “hello, my name is \_\_\_\_\_\_. What is your name?” the coworker responds with their name. You ask if you can sit next to them, and offer to answer any questions they have about your work.
	1. This was an appropriate greeting. The coworker extended a greeting, and started a work appropriate conversation.

**Greeting My Boss**

**\*\*Please adapt this list to meet the pragmatic needs of your individual Job Seeker\*\***

I can…

* Address my boss as “sir,” or “ma’am”
* Wait until my boss is finished talking to introduce myself
* Keep my greetings simple
* Practice a greeting in my head before saying it out loud
* Ask a friend or coworker to introduce me to a boss if I am nervous

**Introducing Myself to my Boss**

**\*\*Please adapt this list to meet the pragmatic needs of your individual Job Seeker\*\***

I can…

* Use formal words when I meet my boss
* Be confident
* Greet my boss in an appropriate way
* Shake my boss’ hand if I am comfortable

**Greeting Coworkers**

**\*\*Please adapt this list to meet the pragmatic needs of your individual Job Seeker\*\***

I can…

* Wait for a respectful time to greet him/her
* Keep my greeting simple
* Respect my coworker’s privacy and personal space
* Practice a greeting in my head before I say it out loud
* Remember to greet people with a “hello”

**Introducing Myself to Coworkers**

**\*\*Please adapt this list to meet the pragmatic needs of your individual Job Seeker\*\***

I can…

* Tell him/her my name, and ask what theirs is
* Make a new coworker feel comfortable at work
* Be respectful of my coworkers’ personal space

Start a work appropriate conversation

**Greeting Customers**

**\*\*Please adapt this list to meet the pragmatic needs of your individual Job Seeker\*\***

I can…

* Smile and introduce myself to the customer
* Listen intently to the customer’s problem or question
* Ask the customer if they need any help
* Offer to give the customer assistance