

The International Business Etiquette Internet Sourcebook 2006





Agriculture and Agri-Food Canada
B.C. Regional Office
420-4321 Still Creek Drive
Burnaby, B.C. V5C 6S7
Telephone: 604-666-6344
Fax: 604-666-7235
Web site: <http://www.agr.gc.ca>
Email: atsbc@agr.gc.ca

January 2006

Aussi disponible en français



Agriculture and Agri-Food Canada
B.C. Regional Office
420-4321 Still Creek Drive
Burnaby, B.C. V5C 6S7
Telephone: 604-666-6344
Fax: 604-666-7235
Web site: <http://www.agr.gc.ca>
Email: atsbc@agr.gc.ca

January 2006

Aussi disponible en français

NOTES

TABLE OF CONTENTS

INTRODUCTION.....1

AFRICA AND THE MIDDLE EAST.....2

ASIA AND ASEAN.....3

EUROPE.....8

LATIN, SOUTH AND CENTRAL AMERICA.....10

THE UNITED STATES.....12

MISCELLANEOUS / GENERAL.....13

NOTES.....15



INTRODUCTION



Doing business with international clients requires more than just financial acumen. A lack of knowledge about a customer's culture can lead to misunderstanding, frustration and potential embarrassment. Savvy Canadian exporters will include research on their clients' culture and regional etiquette when preparing to export. The building of successful business relationships is a vital part of any international venture, and such relationships rely heavily on an understanding of each partner's expectations and intentions.

Each culture has its own idiosyncrasies when it comes to social business relations. As a representative of your company, you want to ensure that you make the best impression on potential clients - and that means having at least a basic familiarity with the customs and practices of the region. This Internet Sourcebook is intended to point you in the right direction for creating lasting partnerships with international clients. The web sites listed provide guidelines for etiquette in both general and business situations.

An additional internet resource not included in this booklet is the Usenet Newsgroups or "discussion groups." There are newsgroups on nearly every culture imaginable - far too many to list in this booklet. These are internet forums where interested persons can discuss the culture and politics of a particular country or region. They are also an excellent resource for first-hand information on a culture. If you have a specific question or would like tips from people who are familiar with a particular culture, this is the ideal place to find information. Most cultural newsgroups follow the format "soc.culture.xxx," where "xxx" would be the name of the country or region. For example, if you are looking for information on the Chinese culture, you would search the newsgroup under soc.culture.china. An extensive listing of newsgroups can be found on Google at <http://groups-beta.google.com/grphp>.

The electronic version of this publication can be found on the Agriculture and Agri-Food Canada, B.C. Regional Office web site at http://www.ats.agr.gc.ca/region/british_columbia_e.htm. Agriculture and Agri-Food Canada welcomes any feedback and comments on this publication. Please send your suggestions to atsbc@agr.gc.ca or call 604-666-6344.



Although every effort has been made to ensure that the information in this publication is correct, Agriculture and Agri-Food Canada assumes no responsibility for its accuracy, reliability or for any decisions arising from the information contained herein.

Her Own Way: Advice for the Woman Traveller

Helpful hints for women travellers including accommodation, dress sense, business and personal etiquette.

http://www.voyage.gc.ca/main/pubs/PDF/her_own_way-en.pdf

International Business Customs, International Business Protocol, and Business Practices

Information on international business practices, business protocol, etiquette, cross-cultural communication, negotiating tactics and country-specific data.

<http://www.worldbiz.com/>

Malkam Consultants Ltd. (Specialists in Cross-Cultural Communications)

Variety of links on how to communicate with people from different cultures, integrate diversity awareness into the workplace and improve overseas effectiveness of business team.

www.malkam.com





MISCELLANEOUS/GENERAL

Business Culture Worldwide

Links to worldwide business reports, pre-departure reports, training and consulting, executive reports, business database and global management information.

<http://www.businessculture.com/>

The Canadian Foreign Service Institute

Links provided to intercultural learning, language training and professional development.

<http://www.cfsi-icse.gc.ca/>

The Canadian Trade Commissioner Service

Provides tips for business travellers on various countries and regions around the world.

<http://www.infoexport.gc.ca/ie-en/EServices.jsp>

Consular Affairs

Assistance provided to Canadian travellers to prepare them for foreign travel. Links to services provided abroad.

http://www.voyage.gc.ca/consular_home-en.asp

E-thologies (Centre for Intercultural Learning at the Canadian Foreign Service Institute)

Provides country specific information organized around the social, political, economic, environmental and cultural context of a country.

<http://www.e-thologies.com/default.asp>

Etiquette Handbook: Country Customs

Business and travel etiquette for selected countries.

<http://www.crazycolour.com/os/hb03-01.shtml>

Executive Planet

Links to business cultures of various countries around the world.

<http://www.executiveplanet.com/>

Foreign Destinations

Travel information, weekly bulletins and travel warnings as well as information about Canadian government offices abroad and foreign government offices in Canada.

<http://www.voyage.gc.ca>

AFRICA AND THE MIDDLE EAST

Iran

Tips for Business Travellers – Iran

Local customs and etiquette for conducting business in Iran. Includes information on language, tipping and do's and don'ts.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=11984>

Business Culture Guide to Iran

Information on business dress, welcome topics of conversation and tips on negotiating, acceptable public conduct, gift giving, and entertaining for business success.

<http://www.executiveplanet.com/business-etiquette/iran.html>

Israel

Tips for Business Travellers – Israel

Information on language, business hours, statutory holidays and advice on conducting business in Israel. Also includes links to Bank of Israel currency conversion table and facts and figures about Israel.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=10673>

Business Culture Guide to Israel

Links to the Israeli culture with regards to making business appointments, dress code, conducting business conversations, negotiations as well as general information about Israel.

<http://www.executiveplanet.com/business-etiquette/Israel.html>

Lebanon

Tips for Business Travellers – Lebanon

Information on language, business hours, climate, transportation, currency and tipping in Lebanon. Also includes advice on doing business in Lebanon and how to succeed in the Lebanese market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=24244>

Miscellaneous/General Middle East

Middle East Business Etiquette and Manners

Includes links to business etiquette and customs of Egypt, Saudi Arabia, Turkey and the United Arab Emirates.

<http://www.cyborlink.com/besite/mideast.htm>

Doing Business in the Middle East

Information on cultural influence differences in doing business in the Middle East, tips on meetings and negotiation, and general business etiquette.

<http://www.kwintessential.co.uk/etiquette/doing-business-middleeast.html>

South Africa

Tips for Business Travellers – South Africa

Local customs and etiquette for conducting business in South Africa. Includes information on business customs, language, currency exchange rate, weather, driving conditions and safety tips.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=19702>

Canadian High Commission in South Africa

Practical tips for doing business in South Africa. Links to High Commissioner's Newsletter, Canada-South Africa Relations and Business Development, Trade and Investment.

<http://www.dfait-maeci.gc.ca/southafrica/>

Business Culture Guide to South Africa

Links to the South African culture with regards to making business appointments, dress code, conducting business conversations, negotiations and general information about South Africa.

<http://www.executiveplanet.com/business-etiquette/South+Africa.html>



ASIA AND ASEAN



China and Hong Kong

Business Customs and Etiquette – Hong Kong

Information on business etiquette and customs in Hong Kong including meetings, socializing and superstitions. Links to more information on the Hong Kong Tourism Board web site.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=4344&gid=246>

Hong Kong Etiquette

Information on language, introductions, business relationships, business attire, currency, telecommunications and general etiquette.

http://www2.goi.com/users/coynerhm/hong_kong_etiquette.htm

Mexico

Mexico ¿Qué pasa?: A Guide for Canadian Visitors

Mexican culture, customs, necessary travel documents and information on working and doing business in Mexico.

<http://www.voyage.gc.ca/main/pubs/PDF/mexico-en.pdf>

Making it in Mexico – Business Customs and Practices

Tips on social customs and business etiquette.

<http://www.fas.usda.gov/info/agexporter/1999/makingit.html>

Miscellaneous/General Latin America

Latin America Business Etiquette and Manners

Business and social etiquette listed for Latin American countries.

http://www.cyborlink.com/besite/latin_america.htm

Business Etiquette in Latin America

Information on appropriate business attire, interviewing, welcome topics to conversation, proper social etiquette in Latin American countries.

<http://www.pasadenaisd.org/rayburn/Clubs/BPA/contest/Latinamerica.html>



THE UNITED STATES



Miscellaneous/General

USA Bound: Advice for Canadian Travellers

General information on traveling and working in the United States including important contact information.

http://www.voyage.gc.ca/main/pubs/PDF/usa_bound-en.pdf



Cuba

Tips for Business Travellers – Cuba

Local customs and etiquette for conducting business in Cuba including advice on doing business and how to be successful in the Cuban market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=13137>

Dominican Republic

Tips for Business Travellers – Dominican Republic

Local customs and etiquette for conducting business in the Dominican Republic including business hours, major business holidays and advice on doing business.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=20969>

Panama

Panamanian Business Etiquette and Manners

Business and social etiquette listed including appearance, behaviour and communications.

<http://www.cyborlink.com/besite/panama.htm>

Peru

Business Culture Guide to Peru

Links to tips on making appointments, addressing others with respect, welcome topics of conversation and acceptable public behaviour in Peru. Also contains links to general information about the country.

<http://www.executiveplanet.com/business-etiquette/Peru.html>

Venezuela

Tips for Business Travellers – Venezuela

Local customs and etiquette for conducting business in Venezuela including advice on doing business and how to be successful in the Venezuelan market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=12701>

Venezuela Business Etiquette and Manners

Business and social etiquette listed including appearance, behaviour, communications and Venezuela resources.

<http://www.executiveplanet.com/business-etiquette/Venezuela.html>

China Etiquette

Information on language, introductions, business relationships, business attire, currency, telecommunications and general etiquette.

http://www2.gol.com/users/coynerhm/china_etiquette.htm

China Including Hong Kong: A Guide for Canadian Visitors

A guide for Canadian visitors to China including Hong Kong. Includes travel, time, language, currency and credit cards, food and drink, health care, communications, politics, advice on doing business in China and the Canadian Consular services.

<http://www.voyage.gc.ca/main/pubs/china-en.asp>

Oregon International Trade – Business and Travel Etiquette in China

Greetings, etiquette for business meetings, social events and gift giving. General rules of thumb and Chinese expressions.

<http://www.econ.state.or.us/oregontrade/chinabt.htm>

India

Indian Etiquette

Information on language, business attire, introductions, business hours, money, gifts, postal service and telecommunications.

http://www2.gol.com/users/coynerhm/india_etiquette.htm

Business Culture Guide to India

Links to the Indian culture with regards to making business appointments, dress code, conducting business conversations, negotiations as well as information about India.

<http://www.executiveplanet.com/business-etiquette/India.html>

Indonesia

Tips for Business Travellers – Indonesia

Local customs and etiquette for conducting business in Indonesia including a section on Canada-Indonesia relations.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=14815>

Indonesian Etiquette

Information on language, introductions, business attire, business hours, currency, postal service, telecommunications and general business and personal etiquette.

http://www2.gol.com/users/coynerhm/indonesian_etiquette.htm

Business Culture Guide to Indonesia

Information on making appointments, business dress, welcome topics of conversation, gift giving, tips on negotiating, and entertaining for business success.

<http://www.executiveplanet.com/business-etiquette/Indonesia.html>

Japan

Tips for Business Travellers – Japan

Local customs and etiquette for conducting business in Japan including travel information, advice on doing business in Japan and how to be successful in the Japanese market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=12476>

Japanese Etiquette

Basic rules of personal and business etiquette.

<http://www.japan-guide.com/e/e622.html>

Doing Business in Japan

Extensive information on doing business in Japan, market information and business opportunities.

<http://www.jetro.go.jp/>

Oregon International Trade – Business and Travel Etiquette in Japan

Information on business customs, communications, business meetings, social events and business card do's and don'ts.

<http://www.econ.state.or.us/oregontrade/japambt.html>

Japanese Etiquette

Information on language, introductions, business attire, business hours, currency, postal service, telecommunications, gift giving and general business and personal etiquette.

http://www2.gol.com/users/coynerhm/japan_etiquette.htm

Korea

South Korean Etiquette

Information on language spoken in businesses, currency, gift giving, appropriate business attire, introductions, postal services, telecommunications, business hours and general etiquette.

http://www2.gol.com/users/coynerhm/south_korea_etiquette.htm

Oregon International Trade – Business and Travel Etiquette in Korea

Information on business customs, communications, business meetings, social events and business card do's and don'ts.

<http://www.econ.state.or.us/oregontrade/skoreabt.html>

Malaysia

Malaysian Etiquette

Information on language, business attire, introductions when conducting business, currency, gift giving, telecommunications, working times and general etiquette.

<http://www.executiveplanet.com/business-etiquette/Malaysia.html>

LATIN, SOUTH AND CENTRAL AMERICA



Argentina

Oregon International Trade – Business and Travel Etiquette in Argentina

General information on business customs, currency, language and time.

<http://www.econ.state.or.us/oregontrade/argentinabt.html>

Business Culture Guide for Argentina

Links to making appointments, appropriate business dress, welcome topics of conversation; tips on negotiating, gift giving, and entertaining for business success.

<http://www.executiveplanet.com/business-etiquette/Argentina.html>

Brazil

Business Culture Guide to Brazil

Links to making appointments, guidelines for business dress, appropriate topics of conversation and acceptable public conduct in Brazil.

<http://www.executiveplanet.com/business-etiquette/Brazil.html>

Chile

Business Etiquette and Manners - Chile

Links to the Chilean culture including appearance, behaviour and communications.

<http://www.cyborlink.com/besite/chile.htm>

Colombia

Business Culture Guide to Colombia

Information on making appointments, welcome topics of conversation, entertaining for business success and acceptable public behaviour in Colombia.

<http://www.executiveplanet.com/business-etiquette/Colombia.html>

Costa Rica

Tips for Business Travellers – Costa Rica

Local customs and etiquette for conducting business in Costa Rica.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=24462>

Greece

Tips for Business Travellers – Greece

Local customs and etiquette for conducting business in Greece including language, currency, punctuality and best practices for Canadian firms.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=13341>

Italy

Italy – Business and Social Etiquette

Information pertaining to business and social etiquette including business meetings, dress code and table manners at an Italian restaurant.

http://www.crazycolour.com/os/italy_02.shtml

Tips for Business Travellers – Italy

Information on local customs and etiquette for conducting business, entry regulations, working in Italy and advice on doing business.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=19714>

Spain

Tips for Business Travellers – Spain

Local customs and etiquette for conducting business in Spain including useful links to information regarding business travel.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=19999>

Business Culture Guide to Spain

Links to the Spanish culture with regards to making business appointments, dress code, conducting business conversations, negotiations as well as general information about Spain.

<http://www.executiveplanet.com/business-etiquette/Spain.html>

Sweden

Tips for Business Travellers – Sweden

Local customs and etiquette for conducting business in Sweden including tips on succeeding in the Swedish market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=18338>

United Kingdom

Oregon International Trade – Business and Travel Etiquette in the United Kingdom

Information on introductions, social events and business meetings.

<http://www.econ.state.or.us/oregontrade/ukbt.htm>

Business Culture Guide to Malaysia

Links to the Malaysian culture with regards to making business appointments, dress code, conducting business conversations, negotiations as well as general information about Malaysia.

<http://www.executiveplanet.com/business-etiquette/Malaysia.html>

Philippines

Oregon International Trade – Business and Travel Etiquette in the Philippines

Business and social etiquette tips including greetings, business meetings and social events with a list of Filipino expressions.

<http://www.econ.state.or.us/oregontrade/philippinesbt.htm>

Filipino Etiquette

Information on language, business attire, introductions when conducting business, currency, telecommunications, working times and general etiquette.

http://www2.gol.com/users/coynerhm/filipino_etiquette.htm

Singapore

Tips for Business Travellers – Singapore

Local customs and etiquette for conducting business in Singapore including advice on doing business.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=20313>

Singaporean Etiquette

General rules for personal and business etiquette.

http://www2.gol.com/users/coynerhm/singaporean_etiquette.htm

Taiwan

Oregon International Trade – Business and Travel Etiquette in Taiwan

Business and social etiquette tips including greetings, business meetings and social events. General rules of thumb and a list of Chinese expressions.

<http://www.econ.state.or.us/oregontrade/taiwanbt.htm>

Business Culture Guide to Taiwan

Links to the Taiwanese culture and tradition including making appointments, appropriate topics of conversation, addressing others with respect and acceptable public behaviour.

<http://www.executiveplanet.com/business-etiquette/Taiwan.html>

Taiwanese Etiquette

Information on language, business attire, introductions when conducting business, currency, negotiation tactics, gift giving, telecommunications and general etiquette.

http://www2.gol.com/users/coynerhm/taiwan_etiquette.htm

Thailand

Thai Etiquette

Information on language, business attire, introductions, business hours, currency, telecommunications and general etiquette.

http://www2.gol.com/users/coynerhm/thai_etiquette.htm

Business Culture Guide to Thailand

Links to making appointments, appropriate business attire, welcome topics of conversation, tips on negotiating, entertaining for business success and acceptable public behaviour in Thailand.

<http://www.executiveplanet.com/business-etiquette/Thailand.html>

Vietnam

Vietnamese Etiquette

Information on language, business attire, introductions when conducting business, currency, telecommunications and general etiquette.

http://www2.gol.com/users/coynerhm/vietnam_etiquette.htm

Tips for Business Travellers – Vietnam

Local customs and etiquette for conducting business in Vietnam including advice on doing business.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=19073>

Miscellaneous/General Asia

Asia Pacific Foundation of Canada

A wide range of information, analysis, statistics, news and Internet links detailing Canada's economic, political, social and institutional relations with Asia Pacific.

<http://www.asiapacific.ca/about/index.cfm>

Asian Business Etiquette

A web site that will link you to information on general business etiquette for different countries in Asia.

<http://www2.gol.com/users/coynerhm/etiquette1.htm>

Business Card Etiquette

Do's and don'ts for business card etiquette in China, Japan and Korea.

<http://ciber.msu.edu/busres/channel/businesscard.htm>

EUROPE



Austria

Tips for Business Travellers – Austria

Information on language, currency and links to accommodations in Austria. Also includes advice on doing business in Austria and how to succeed in the Austrian market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=25078>

Business Culture Guide for Austria

Links to the Austrian culture and tradition including making appointments, welcome topics of conversation, tips on negotiating, entertaining for business success and acceptable public behaviour.

<http://www.executiveplanet.com/business-etiquette/Austria.html>

Belgium

Belgium

Information pertaining to business customs and etiquette in Belgium.

<http://www.exporthotline.com/upload/1149B84E-B538-492F-B8CE-9EBC663EECBE.pdf>

Finland

An Internet Guide to Finnish Customs and Manners

Direct links to Finnish customs and manners including religion, gender, languages, names and titles, greetings, eating and social etiquette.

<http://virtual.finland.fi/finfo/english/guide.html>

France

Tips for Business Travellers – France

Local customs and etiquette for conducting business in France including business travel, business culture, trade regulations and marketing a product to the French market.

<http://www.infoexport.gc.ca/ie-en/DisplayDocument.jsp?did=26112>

Oregon International Trade – Business and Travel Etiquette in France

Information on business customs, language and courtesies.

<http://www.econ.state.or.us/oregontrade/francebt.htm>