Dealing with the corporate sector

Manners

Politeness is very important. You should not say anything negative about any person, even as a joke.

Meetings

Meetings would normally be held between 9:00am and 12:00, and between 2:00pm and 5:00pm.

If you want to make an appointment to see someone or for them to see you, it would normally be between these times. Meetings are booked on the hour, half hour, or quarter hour.

If it is just one person seeing another, to that time or some other relevant time (e.g. ‘a bit before 5:00’)

If you are requesting a meeting time to see someone, it is polite to travel to their location, not to ask them to travel to yours, unless the other person is more senior than yourself.

Projects

Project meetings would normally be for 1 hour, held once per week. This frequency and time could be reduced if there were few problems to resolve.

Documentation

Specifications, offers of employment, notices of agreement to terms offered for projects and similar things should all be expressed in writing.

Communication

The most common methods for sending information are by email, telephone, fax, and in person.

If sending information by fax, it’s best to call the person and let them know to expect the information as faxes may not be automatically delivered to the receiving party.

If sending information by email, it should not be automatically assumed that the person that you’ve sent the message to will receive it. This isn’t an overly reliable form of communication due to many things that can go wrong during the transmission process (e.g. a new email address replacing a previous one).

Sample phone calls

‘ My name’s joe smith I’m calling from Sydney University. We need an advertising campaign for next year’s student intake and I was wondering if you might be able to help with that.

‘We’re actually quite busy at the moment however we ran one of those campaigns last year, that might be ok with an update. Could you come and see me next week some time’

‘Sure, ok. How about Tuesday at 4:00?”

“Tuesday is a problem, maybe 3:30 or 4:00 on Wednesday’

‘ok, 4:00 next week would be fine, i’ll see you then’

As an employee

Hours are generally from 8:30am to 9:00am, through to 5:00pm or 5:30pm, with approximately 45 minutes for lunch.

You don’t need to ask permission to go to lunch, leave for the day or go to the toilet. However, you shouldn’t generally leave the building except between 12:00pm and 2:00pm for lunch, and after 5:00pm when you’re going home.

It’s also necessary to ask permission to take holidays (which are a total of 4 weeks per year), at least a few weeks before the time that you’re going. You can take annual leave as a single day, several days, or a week or two at a time.

Dress is generally a business suit for men, and formal style clothes for women, such as a mid length skirt and blouse or suit style dress.

Salary is generally paid into your bank account once every 2 weeks.

If in doubt, call the human resources department or ask your supervisor/team leader etc.