

JOB SHADOWING ETIQUETTE

Job shadowing is a great opportunity to learn more about an occupation or profession that interests you. Take this activity as seriously as you would if you were taking an exam. The results can be just as meaningful whether you are going on to college or directly into the workplace after you graduate.

To help you get the most out of this experience, here are a few tips to use in preparing for the time you will spend shadowing. If you have any other questions or concerns about how you should dress, behave or be better prepared, ask your guidance counselor.

I. FIRST IMPRESSION:

- A. It takes 15 seconds to make a first impression. Make it a good one.
 - 1. Stand up when someone walks over to greet you.
 - 2. Give a firm handshake.
 - 3. Display a sense of confidence. You were approved to shadow because you demonstrated you are mature enough to do it correctly.
 - a. After the initial greeting, some form of thanks should be expressed.
 - b. Be a good listener.
 - c. You should be impeccably groomed (see sections V and VI) and dressed in the manner requested of you by the business you are visiting.

II. INTRODUCTIONS:

- A. Rules of introduction
 - 1. Stand up.
 - 2. Smile.
 - 3. Always shake hands firmly.
 - 4. Make eye contact. Don't be shy and look down or away.
 - 5. Repeat the other person's name so you will remember it.
 - a. It is not appropriate to use the employer's first name unless asked to do so.
 - b. Always use Mr. or Ms. If a woman prefers you to address her as Mrs. she will tell you at that time.
 - c. If given a nametag to wear, place it on the right side of your shirt, coat or blouse.

III. ASK INTELLIGENT QUESTIONS:

- A. Use good judgment.
- B. Ask pertinent questions. Take a copy of your 10 questions if you need to.
- C. If something is explained to you and you don't understand, rather than nod your acceptance, ask for clarification.
- D. Do not repeatedly ask the same question. This is your chance to learn all you can about this as a career.
- E. Ask about the job skills you will need, what education you will need. Ask about the working conditions such as safety and attendance requirements. Ask about salary ranges, benefits, overtime, travel stress factors, discipline codes,

evaluation and promotion procedures.

- F. Observe the workday routines. Is this something you would like to do on a daily basis?

IV. SHOW INTEREST:

- A. Show an interest in the process, routines and information the person you are shadowing is demonstrating. If you are not interested it will show on your face and in your body language. That reflects negatively on you.
- B. Take a small notebook and make notes as needed.

V. PROPER DRESS FOR FEMALES:

- A. Casual attire such as blue jeans, shorts, mini-dresses or halter dresses are unacceptable. Wear a dress or dress pants. If you are not sure something is acceptable ask your guidance counselor.
- B. Go easy on the makeup. A little is OK.
- C. Large, "clumsy" earrings and jewelry should not be worn.
- D. Tennis shoes are not acceptable.
- E. Clothes that fit too tightly usually attract the wrong kind of attention.
- F. When it comes to perfume, "a little dab goes a long way".
- G. Hose should be free of runs and holes.
- H. Hair should be neat, clean and well-groomed. Brush your teeth and use mouthwash.
- I. Use deodorant.
- J. No hats.
- K. If a business requires special attire, you should adhere to its dress code.

VI. PROPER DRESS FOR MALES:

- A. Clothing should be "conservative". If you are not sure something is acceptable, ask your guidance counselor.
- B. At business such as a bank or law firm, a collared-shirt, tie and slacks should be worn. A coat may also be necessary.
- C. Avoid "wild" ties, light-colored or "baggy" socks, sandals, tennis shoes or baggy pants. Your shirt should be tucked in and your pants should fit your waistline. Wear a belt or suspenders.
- D. Shoes should be free of dirt and polished.
- E. T-shirts or shorts are unacceptable.
- F. Hair should be neat, clean and well-groomed. A mustache or beard should be trimmed. Brush your teeth and use mouthwash. Use deodorant.
- G. Go easy on cologne. Earrings are discouraged.
- H. No hats.
- I. If a business requires special attire, you should adhere to its dress code.

VII. COMMON COURTESY, TACT AND DIPLOMACY:

- A. Apply old-fashioned common sense and courtesy during your visit. Do not interrupt or talk back. Do not argue. Don't use profanity. Try to stay away from using slang. Use complete sentences.
- B. Treat other people as you would like to be treated.
- C. If you offend someone, immediately give an apology.
- D. Do not chew gum or smoke (even before your shadow).
- E. Ask permission before you touch anything.
- F. Do not wander into areas where you have been asked not to go.

- G. Some of what you see or hear in the workplace may be CONFIDENTIAL. Do not repeat it to anybody. In fact, the best policy is to just forget you ever saw or heard it. By gossiping or revealing confidential information you risk disciplinary action. The business can take legal action if a breach of confidence is serious enough.
- H. Do not socialize with other employees you may know.
- I. Only ask to use the telephone if you have to call for a ride to come pick you up.
- J. Do not ask to leave the business to run an errand or meet someone.
- K. Do not arrive late or ask to leave early. Arriving five minutes early is perfectly acceptable.

VIII. WILLINGNESS TO COOPERATE:

- A. Always remember you are representing your school.
- B. Cooperation always calls for the proper attitude.
- C. If you or your school is criticized, don't get upset; keep your cool.
- D. Do not "put down" your classmates, teachers or school. Choose to share positive things about your school.

IX. LUNCH AND GIFTS

- A. Have enough money to buy yourself lunch if you are spending the lunch hour at a business. Do not expect the business or the person you are shadowing to buy your lunch.
- B. If the person you are shadowing offers to buy you lunch, you may accept the offer, but do not take advantage of it. Do not order anything expensive. A sandwich, salad or light meal will be sufficient.
- C. You may accept nominal gifts, if offered. Examples are pens/ pencils with the company logo, key chains, calendars, memo pads or small products that the company makes.

X. THANK YOU. THANK YOU. THANK YOU.

- A. When leaving, thank the employer or person you shadowed for taking time out of their day to spend with you. Shake their hand and tell them you enjoyed your visit.
- B. Another nice gesture would be to send a handwritten thank you note. You might ask for the person's business card so you can be sure you have the correct spelling of his or her name and the correct mailing address. Plus, the card may come in handy for a future reference! If you are impressive you might be offered a part-time or summer job.