

**PREMIER'S BRIEFING  
BUSINESS AND CULTURAL BEST PRACTICES**

**Co-Chairs:** Okenge Yuma Morisho and Fazil Mihlar (by phone)  
**Attendees:** Premier John Horgan, Geoff Meggs, Sheena McConnell, Joleen Badger  
Minister Lisa Beare (by phone), Sandra Carroll (by phone), Brian Krieger (by  
phone), Pierrette Miranda (by phone), Lucy Lobmeier, Richard Sawchuk (by  
phone), Raymond Zhu (by phone), Chris Heine (by phone), Jennifer Horsman  
(by phone)

**Date:** Thursday, January 18, 2018

**Time:** 1:30 pm to 2:30 pm

**Locations:** s.15

**Teleconference:** s.15,s.17

**ANNOTATED AGENDA**

AGENDA ITEM:	DISCUSSION LEAD:
<b>Co-Chair Update</b> <ul style="list-style-type: none"><li>Welcome and Introductions</li></ul>	Okenge Yuma Morisho and Fazil Mihlar
<b>Mission Business and Cultural Best Practices</b> <ul style="list-style-type: none"><li>Overview of best practices required to conduct business in China, Korea and Japan</li></ul>	Paul Irwin and Lucy Lobmeier
<b>Q&amp;A</b>	All
<b>Next Steps</b>	Okenge Yuma Morisho and Fazil Mihlar



# THREAT TO CANADIAN OFFICIALS TRAVELLING ABROAD

*Canadian Security Intelligence Service*

Canada

Page 03 to/à Page 19

Withheld pursuant to/removed as

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## Etiquette and Customs in China

China is known as a country of etiquette, custom and ceremony. When visiting China, it is important to adopt proper Chinese etiquette and protocol when hosting or attending a meeting with your Chinese counterparts. An understanding of Chinese etiquette is required in order to establish and maintain good relationships with key contacts and relevant government officials, and advance trade and investment objectives in China.

### Dress code:

- In China, a professional and conservative appearance is required when meeting with government or business officials. Dress formally in order to convey respect and seriousness. For men, a shirt, tie, trousers and jacket is recommended. For women, a suit and conservative blouse or business dress should be worn. Stick to dark colors: preferably black or dark blue.

### Punctuality

- Meetings and receptions will have a set start and end time. Arrive punctually. Guests will generally leave promptly at the end time, but it is considered rude to leave before the host.

### Greetings and Introductions

- Hello (in Mandarin): **Ni hao** (knee-how)
- When meeting a group, introductions will be made formally in order of seniority or rank (most senior person first). The BC delegation should also be introduced in order of seniority.
- Address Chinese by their official titles (e.g. Chairman LEE or Ms. LI Yan).
- When being introduced to Chinese, the accepted form of greeting is the handshake.
- Always stand up when being introduced and remain standing throughout the introductions.
- Do not be surprised if you are applauded. Be sure to applaud back.

### Forms of Address and Titles

- Addressing someone by his or her courtesy or professional title and last name conveys respect. In Chinese the name precedes the title.
  - A woman's Courtesy title is Nushi (Madam).
- The Chinese will state their last name first; followed by the given name (may be one or two syllables).
- Address people by their full name. Never call someone by only his or her last name. Similarly, unless specifically asked, do not call someone by his or her first name.
- Chinese who frequently deal with foreigners or travel abroad on business may adopt a Western first name, such as David Liu. They may request that they be referred to as David, once a relationship has been established.
- Among themselves, Chinese will often call each other Lao Li, or Xiao Li, in which "**Lao**" means Senior or older and "**Xiao**" means young and junior. People are comfortable relating to each other with the age factor clearly defined. Chinese culture stresses respect for the old and care for the young.

**Meetings and Negotiations**

- After everyone shakes hands, guests are seated.
- Guests are seated in descending rank with the interpreters seated behind.
- The guest of honor and other VIPs are escorted to the seats of honor.
- In rooms with seating around the perimeter, the honored guest is seated to the right of the host (on a sofa or chairs at the end of the room). Remaining guests are left to seat themselves. After all the guests have been seated, the remaining Chinese in the group will seat themselves.
- When seated around large conference tables, the honored guest will be seated directly across from the host.

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**Business Card Presentation and Exchange**

- Always carry an ample number of business cards. Use both hands when offering and receiving business cards and ensure your name faces the recipient.
- Nod, look at the card briefly, and say thank you (“**xie xie**”, pronounced shee-eh shee-eh). After receiving a business card, place it on the table for reference during the meeting. When seated, place cards on the table horizontally.

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**Communication and Negotiating**

- Protocol begins when guests arrive. It is appropriate to greet guests and escort them to the meeting room.

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- The host will accompany a high-ranking guest all the way to the car, and wait until the car has departed before leaving. Don't turn your back to the car until it is out of sight.

### **Gifts**

- Commemorative gifts made in BC (photo book, pen set, First Nations items, maple syrup) will be appreciated. It is appropriate to explain the significance of the gift if it is unique to BC.
- Use both hands when offering and receiving gifts. The leader of the delegation should always receive their gift first.
- Gifts are not opened in the presence of the giver. Wait until you are alone to open any gifts, unless the person giving the gift insists that you open it immediately.

### **Dinner**

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- Chopsticks should be returned to the chopstick rest after every few bites and when you drink or stop to speak.
- Drinking is an important part of Chinese entertaining. Guests may enjoy their drink after the host offers a short toast.
- It is always a good idea for the guest to return the toast either right away or after a few courses have been served.

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- If you feel you have had enough, smile and politely indicate this to your host.

## Etiquette and Customs in Japan

### Dress

- s.13 The Japanese are very formal and dress conservatively in dark colors, often black or dark blue.

### Greetings and Introductions

- Hello (Japanese): **Hajimemashite** (ha-ji-meh-mashi-te).
- Upon initial meeting, it is customary to bow before shaking hands.
  - For men, place your heels together and hold your palms at your sides.
  - For women, place heels together but fold hands over each other at thigh-level.
  - Bow at least as low (depending on 'status') and as long as your counterpart.
- Your Japanese host will likely offer a handshake, at which point a handshake will be appropriate.

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### Forms of Address and Titles

- It is traditional to address a Japanese person by his or her family name, followed by the honorific suffix '-san', but you may also address Japanese Western-style (Mr., Mrs. or Miss, followed by the family name).

### Business Card Presentation and Exchange

- Japanese translated (bilingual) business cards are two-sided with Japanese and English on either side. Business cards are a bare minimum requirement for anyone doing business in Japan.
- Business cards are to be exchanged at the very start of any meeting.
- When presenting a business card to your Japanese counterpart, use both hands and bow your head slightly while offering the card. Give your business card with the Japanese side facing the recipient. Use the same technique when accepting cards as well.

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- Cards are exchanged very often so make sure you have plenty of cards on you.

**Meetings - Seating**

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**Communication**

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**Gifts**

- Commemorative gifts made in BC (photo book, pen set, First Nations items, maple syrup) will be appreciated. It is appropriate to explain the significance of the gift if it is unique to BC
- Present the gift at the end of the first meeting or visit. Give and accept gifts with both hands and treat the wrapping as part of the gift.
- Gifts are not opened when received, except when suggested.



## Etiquette and Customs in South Korea

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### Dress

- Business attire is conservative. Dress conservatively in dark coloured suits. In general, workplace dress is much more formal than in Canada. Men and women almost always wear suits to work.

### Punctuality

- Punctuality is important as it is a sign of respect. Being on time is very important. <sup>s.13</sup>  
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### Greetings and Introductions

- Hello (in Korean): **Annyong hashimnika** (an-nyong-ha-shim-nee-ka)
- Names in Korean are family name first, followed by the two-part given name. The first part of the given names is shared by everyone of the same generation in the family, and the second is the individual's given name. Example: Lee + Dong + Sung (address as Mr. Lee).
- Bow slightly when greeting. Shake hands using with the right or both hands.
- Older people receive much respect. It is appropriate to rise when an elderly person enters.
- Traditionally eye contact is avoided but it is now becoming more common.

### Forms of Address and Titles

- Koreans prefer to be addressed by title, or by title and surname (e.g. President Kim). Women over 30 should be addressed as 'Mrs.', which indicates status acquired by age, rather than marital status.
- More and more Koreans use a Western (usually English) name as a courtesy to foreign visitors.

### Meetings and Negotiations

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**Business Card Presentation and Exchange**

- Business card exchange is a vital part of a first meeting. It is also important to emphasize one's title so that, right away, the correct authority, status and rank are established and understood.
- Use both hands if possible when presenting and receiving a business card.
- Business cards should be treated as an extension of the person. Read it carefully and then place it on the table in front of you. To put someone's card in your pocket or to write on it, etc. is to show disrespect.

**Communication**

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**Gifts**

- Commemorative gifts made in BC (photo book, pen set, First Nations items, maple syrup) will be appreciated. It is appropriate to explain the significance of the gift if it is unique to BC
- Use both hands when giving or receiving a gift. Gifts are not opened in the presence of the giver. Wait until you are alone to open any gifts, unless the person giving the gift insists that you open it immediately.
- The leaders of a delegation should always receive their gift first. It should be more substantial than the others.

**Dinner**

- At meals, elderly people are served first. Wait until the eldest at the table has started eating before you begin.
- Do not leave chopsticks sticking upright in a dish, especially rice. This is only done when honouring the deceased.
- Do not pour your own drink, but do offer to pour others'. It is common to trade and fill each other's cup. Leave some drink in your glass if you don't want a refill.
- Try a little bit of everything. It is acceptable to ask what something is.

**PREMIER'S 2018 ASIA MISSION**  
**CONDUCTING BUSINESS IN CHINA, SOUTH KOREA & JAPAN**



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- In Asia, establishing and building long-term relationships with business leaders and government officials requires both commitment and an understanding of cultural practices and nuances.

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**MEETING OBJECTIVES:**

- Outline the cultural and protocol best practices required to effectively conduct business in Asia taking into consideration country specific:
  - Communication Style
  - Business Best Practices
  - Meeting Protocols
  - Greeting and Introductions
  - Etiquette and Customs
- Highlight Vancouver Airport departure procedures.
- Guangzhou Airport arrival and hotel check in procedures.



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- This briefing will focus how to effectively do business in Asia from a cultural and protocol perspective.
- This includes a discussion of:
  - Communication Style
  - Business Best Practices
  - Meeting Protocol
  - Greeting and Introductions
  - Etiquette and Customs
- We'll also go over the **YVR departure process** as well what to expect for the **Guangzhou airport arrival** and hotel check-in.

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**BUSINESS AND CULTURAL BEST PRACTICES IN ALL MARKETS**

**Communication Style**

- Developing personal relationships is valued when conducting business in Asia

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- Formal communication is expected throughout meetings.

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**Dress Code**

- Business attire is formal and conservative.
- Cultural program attire is business casual.
- Private program attire is casual.



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- **First we'll go over business and cultural best practices that are common to all markets.**

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- **Business attire is formal and conservative.** Dark colours like navy and blue are best.
  - Generally speaking a tie should be worn.
  - For women, wear suits or conservative dresses.
- For the cultural program, attire is business casual.
- **Pack** for winter in Beijing, Seoul and Tokyo where it will be between minus 7 to plus 10
- But bring some lighter clothes for Guangzhou where we'll see warmer temperatures— around 10 to 20 degrees.

## BUSINESS AND CULTURAL BEST PRACTICES IN ALL MARKETS

### Business Card Protocol

- Carry plenty everywhere.
- Use both hands when offering and receiving business cards.
- Treat business cards with care; take a moment to look at the card
- Cards can be used as a reference point during the meeting.



### Gifting Protocol

- Explain the significance of the gift presented.
- Use both hands when giving or receiving a gift.
- Gifts are opened after the meeting is over.



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- **Always carry ample business cards.**
- They're exchanged at the very start of any meeting.
- **Use both hands** when offering and receiving business cards and ensure the translated side of the card and your name faces the recipient.
  - Examine business cards closely.
  - **Treat business cards with care.** They are an extension of the person.
  - After receiving a business card, place it on the table **horizontally** for reference during the meeting.

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- Throughout the mission there will be **gift exchanges** at both government and corporate meetings.
- When you give a gift, feel free explain the significance of a gift from B.C.
- **Use both hands** when giving or receiving a gift.
- Gifts are not opened in the presence of the giver, except when suggested.

- Here on the slide you can see a photo of Ice Wine from the Gehringer Brothers Estate Winery. This gift is well received in China, Korea and Japan as it's considered a highly desirable product.



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### MEETING PROTOCOL IN ALL MARKETS

- 1

- Delegates enter the room and are introduced according to seniority.
  - Greet and offer your business card to the most senior person first.
- 2

- After introductions, the delegation leader will be escorted to the seat of honour. Interpreters will be seated behind.
- 3

- Remaining guests seat themselves in descending rank.



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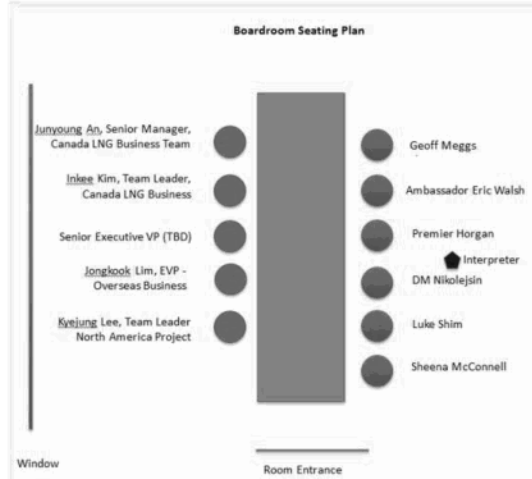
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- Now we'll go over the **general flow of a meeting** from a protocol perspective.
- **Meetings lay a foundation for building a relationship.** They are used to understand needs and challenges of both parties.
- **Introductions are made in order of seniority**
  - Greet and offer your business card to the most senior person first.
  - Always stand up and remain standing throughout the introductions
- After introductions, the **leader of the delegation** will be escorted to the seat of honour. **Interpreters** will be seated behind.
- **Remaining guests** seat themselves in descending rank, followed by remaining hosts.
- In **China**, the host will accompany a high-ranking guest to their vehicle.
- In **Japan**, the most senior Japanese person will be seated furthest from the door, with the rest of the people in descending rank until the most junior person is seated closest to the door.

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**MEETING PROTOCOL IN ALL MARKETS**



**Seating plan: Boardroom Style**

- Senior leaders will face one another.
- Other delegates in descending rank on each side
- Interpreter seated beside or behind.

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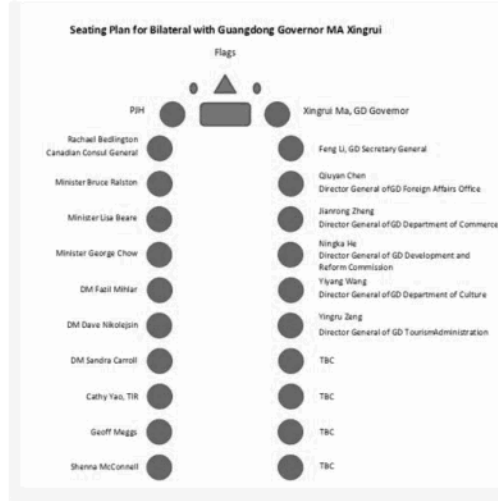
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- Here is a sample of a **Boardroom style** seating plan from the upcoming bi-lateral meeting with the Gyeonggi Governor.
- The senior leaders will face one another.
- The interpreter is seated behind.

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**MEETING PROTOCOL IN ALL MARKETS**



**Seating plan: Inverted “U”**  
 Senior leaders seated at head of the room.

- Honoured guest is to the right of the host.
- Interpreters seated behind.
- Remaining delegation seated around perimeter in order of seniority.

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- And here is another common seating plan called **“President style”**
- We’re looking at the seating plan from the upcoming bi-lateral meeting with the Guangdong Governor MA Xingrui.
- **This is an inverted U shape with the senior leaders at the head of the room on soft chairs with a table in between.**
- You’ll see Interpreters are seated behind.
- The remaining delegation is seated around perimeter in order of seniority.

## INTERPRETATION

### Consecutive Translation

- Speaker pauses to allow an interpreter to repeat what has been said in target language before continuing.
- Used in most bi-lateral and corporate meetings through mission.



### Simultaneous Translation

- Translation in real-time using head-sets.
- BC-Guangdong Low-Carbon Economy Roundtable, Guangzhou.
- Policy Forum on Wood Construction and Green Buildings, Beijing.



- **We'll have interpreters traveling with us throughout the mission and attending meetings and events.**
  - Andrew Dawrant will assist the Premier
  - Lacy Lan will be travelling with Ministers Ralson and Chow
  - Carol Fan will be with Minister Beare
- **You'll see two translation styles used.**
- The first is **consecutive translation**.
- This is when the speaker pauses to allow an interpreter to repeat what has been said in target language before continuing.
- Used in most bi-lateral and corporate meetings through mission.
- In this case the interpreter is seated beside or behind the senior leader.
- The second is **simultaneous translation**.
- In this case translation is provided in real-time using head-sets and the interpreter is seated in a booth.

- You'll see this at the **BC-Guangdong Low-Carbon Economy Roundtable**.

## ETIQUETTE AND CUSTOMS IN CHINA

### Greetings

- Hello (in Mandarin): **Ni hao** (knee-how).
- Greet with a handshake and use official title and family name (e.g. Governor Ma)

### Communication

- Rather than "thank you" say "**shi shi**".
- If you are applauded, applaud back.

### Dining Etiquette

- Return chopsticks to their holder.
- When you are full, leave a small amount of food on your plate.
- The host will offer a toast, and it is a good idea to toast in return.



- **Now we'll move on to some country-specific elements to keep in mind during meetings and cultural events.**

- **First we'll look at China.**

- In Mandarin, hello is **Ni hao** (knee-how).
- **Greet with a handshake** and use official titles and full name.
- **When complemented, you can say "thank you"** in English<sup>s.13</sup>

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- If you are applauded, applaud back.
- **Now, some things to keep in mind at the dinner table.**
- Return chopsticks to their holder when you are not eating.
- When you are full leave a small amount of food on your plate.

- The host will offer a toast, and it is a good idea to toast in return.

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- **“Gan Bei”** meaning “dry cup” is the most common expression for a toast

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**ETIQUETTE AND CUSTOMS IN SOUTH KOREA**



**Greetings**

- Hello (in Korean): **Annyeong haseyo** (an-nyong ha-say-yo).
- Greet with a slight bow and shake hands using right or both hands.
- Address Koreans by their title or title and surname.



**Communication**

- Maintain good posture.
- Say "goodbye" to each person individually.

**Dining Etiquette**

- Return chopsticks to their holder.
- Don't pour your own drink.



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- **Let's look at some South Korean customs.**
- Hello in Korean is Annyong hashimnika (an-nyong-ha-shim-nee-ka)
- **Greet** people with a slight bow.
- **Shake hands** using right or both hands.
- **Avoid eye contact.**
  - Although it's worth noting that eye contact is becoming more common.
- **Address** Koreans by their title or title and surname.
  - Names in Korean are family name first, followed by two-part given name.
- Try and maintain good posture when seated or standing.
- When leaving a room you should say goodbye to each person individually.
- **Some key points for the dinner table:**
  - If you're not sure what's being served it's acceptable to ask.
  - **Remember** to return chopsticks to their holder when you aren't eating.



- Do not leave chopsticks sticking upright in a dish, especially rice. This is done when honouring the deceased.
- Don't pour your own drink, but do pour everyone else's.
- If you don't want a refill leave some drink in your glass.

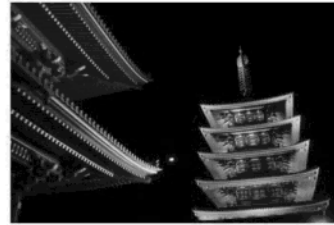
## ETIQUETTE AND CUSTOMS IN JAPAN

### Greetings

- Hello (Japanese): **Hajimemashite** (ha-ji-meh-mashi-te).
- Slight bow before shaking hands.
- Address a person by their family name, followed by honorific suffix 'san' or follow western style.

### Communication

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- **We'll move on now to Japan.**
- Hello in Japanese is **Hajimemashite** (ha-ji-meh-mashi-te).
- Remember to **bow before shaking hands**. The stance is a little different for men and women:
  - For men, your heels should be together and your palms at your sides.
  - Women should also stand with your heels together but fold hands at thigh level.
- **Wait to be introduced.** s.13
- Address a person by their family name, followed by honorific suffix 'san' or follow western style.
  - Mr., Mrs., etc
- **Here are some key points on Japanese communication style:**  
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## ETIQUETTE AND CUSTOMS IN JAPAN



### Dining Etiquette

- Oshibori (hot towels) are for wiping hands (not face) prior to a meal.
- Chopsticks are used as utensils but it is alright to ask for a fork and spoon.
- Soup and rice bowls are to be held close to the mouth.
- Never stick chopsticks upright in a bowl, or pass your food chopsticks-to chopsticks.



- **At the dinner table in Japan** you'll be given hot towels, called **Oshibori**, for wiping your hands prior to a meal. Remember not to wipe your face with the towel
- If you're not a chopsticks expert feel free to ask for a fork and a spoon.
- Soup and rice bowls are to be held up close to the mouth.
- As in Korea, never stick chopsticks upright in a bowl, or pass your food chopsticks-to chopsticks.

## **VANCOUVER AIRPORT DEPARTURE PROCEDURES**

### **YVR Airport Departure**

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### **Luggage Handling**

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### ▪ **YVR Airport Departure**

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**GUANGZHOU AIRPORT ARRIVAL AND HOTEL CHECK IN**



**Guangzhou Airport Arrival**

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**Hotel Check-in**

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## **QUESTIONS?**

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- Any Questions?
- Thank you for your time today.

See you on Mission!!






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FM

Intro.  
opp. to  
ask questions  
+ get clarified  
on details.

During trip -  
reminded  
of specifics  
in market  
JTT


- In Asia, establishing and building long-term relationships with business leaders and government officials requires both commitment and an understanding of cultural practices and nuances.

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*Paul*

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**BUSINESS AND CULTURAL BEST PRACTICES IN ALL MARKETS**

**Communication Style**

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- Formal communication is expected throughout meetings.

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**Dress Code**

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Paul

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BUSINESS AND CULTURAL BEST PRACTICES IN ALL MARKETS

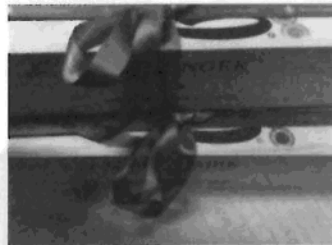
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Gifting Protocol

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  - Treat business cards with care. They are an extension of the person.
  - After receiving a business card, place it on the table horizontally for reference during the meeting.

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- Throughout the mission there will be gift exchanges at both government and corporate meetings.
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**MEETING PROTOCOL IN ALL MARKETS**

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- 3

- Remaining guests seat themselves in descending rank.

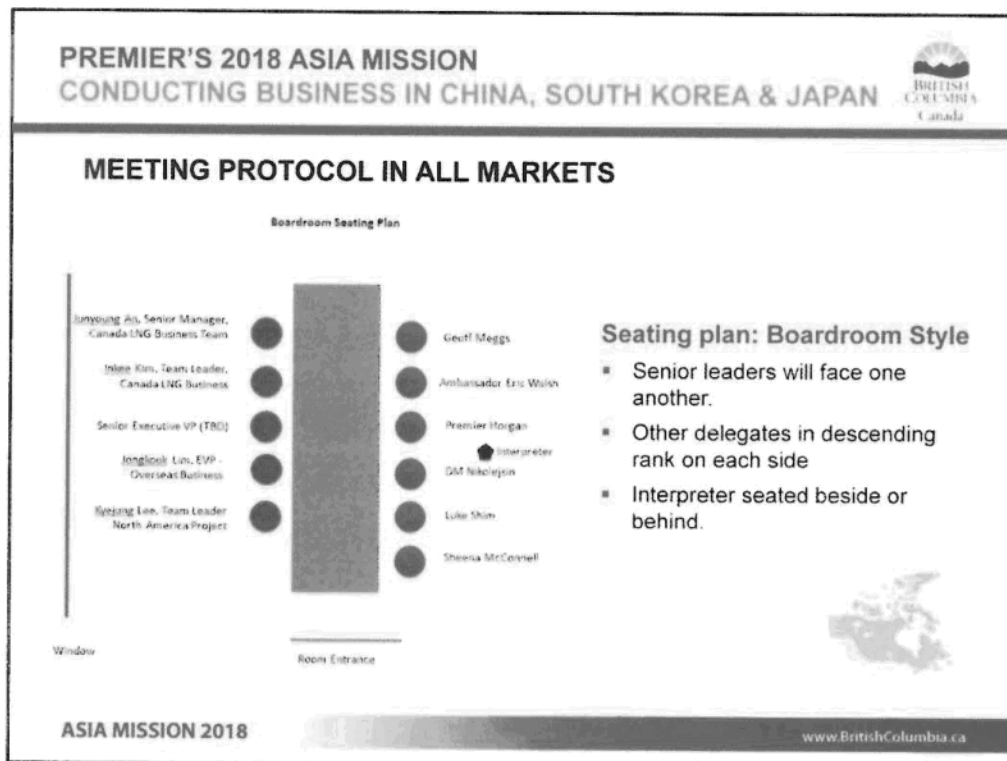


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*Paul*

- Now we'll go over the **general flow of a meeting** from a protocol perspective.
- **Meetings lay a foundation for building a relationship.** They are used to understand needs and challenges of both parties.
- **Introductions are made in order of seniority**
  - Greet and offer your business card to the most senior person first.
  - Always stand up and remain standing throughout the introductions
- After introductions, the **leader of the delegation** will be escorted to the seat of honour. **Interpreters** will be seated behind.
- **Remaining guests** seat themselves in descending rank, followed by remaining hosts.
- In **China**, the host will accompany a high-ranking guest to their vehicle.
- In **Japan**, the most senior Japanese person will be seated furthest from the door, with the rest of the people in descending rank until the most junior person is seated closest to the door.



*Pal*

*Japan + Korea*

- Here is a sample of a **Boardroom style** seating plan from the upcoming bi-lateral meeting with the Gyeonggi Governor.
- The senior leaders will face one another.
- The interpreter is seated behind.



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**MEETING PROTOCOL IN ALL MARKETS**

**Seating Plan for Bilateral with Guangdong Governor MA Xingrui**

**Seating plan: Inverted "U"**  
Senior leaders seated at head of the room.

- Honoured guest is to the right of the host.
- Interpreters seated behind.
- Remaining delegation seated around perimeter in order of seniority.

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- And here is another common seating plan called "**President style**"
- We're looking at the seating plan from the upcoming bi-lateral meeting with the Guangdong Governor MA Xingrui.
- This is an inverted U shape with the senior leaders at the head of the room on soft chairs with a table in between.
- You'll see Interpreters are seated behind.
- The remaining delegation is seated around perimeter in order of seniority.

*white House style*

*friendship ans.*

## INTERPRETATION

### *Interpretation* Consecutive Translation

- Speaker pauses to allow an interpreter to repeat what has been said in target language before continuing.
- Used in most bi-lateral and corporate meetings through mission.



### *Interpretation* Simultaneous Translation

- Translation in real-time using head-sets.
- BC-Guangdong Low-Carbon Economy Roundtable, Guangzhou.
- Policy Forum on Wood Construction and Green Buildings, Beijing.



*Wong Paul*

- We'll have interpreters traveling with us throughout the mission and attending meetings and events.
  - Andrew Dawrant will assist the Premier
  - Lacy Lan will be travelling with Ministers Ralson and Chow
  - Carol Fan will be with Minister Beare
- You'll see two translation styles used.
- The first is **consecutive translation**.
- This is when the speaker pauses to allow an interpreter to repeat what has been said in target language before continuing.
- Used in most bi-lateral and corporate meetings through mission.
- In this case the interpreter is seated beside or behind the senior leader.
- The second is **simultaneous translation**.
- In this case translation is provided in real-time using head-sets and the interpreter is seated in a booth.

- You'll see this at the **BC-Guangdong Low-Carbon Economy Roundtable.**

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**ETIQUETTE AND CUSTOMS IN CHINA**

**Greetings**

- Hello (in Mandarin): **Ni hao** (knee-how).
- Greet with a handshake and use official title and family name (e.g. Governor Ma)

**Communication**

- Rather than "thank you" say "**shi shi**".
- If you are applauded, applaud back.

**Dining Etiquette**

- Return chopsticks to their holder.
- When you are full, leave a small amount of food on your plate.
- The host will offer a toast, and it is a good idea to toast in return.

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Way

Shia  
Shis

- **Now we'll move on to some country-specific elements to keep in mind during meetings and cultural events.**

- **First we'll look at China.**

- In Mandarin, hello is **Ni hao** (knee-how).

- **Greet with a handshake** and use official titles and full name.

- **When complemented, you can say "thank you"** in English s.13

Na Lee

- If you are applauded, applaud back.

- **Now, some things to keep in mind at the dinner table.**

- Return chopsticks to their holder when you are not eating.

- When you are full leave a small amount of food on your plate.

10-12 courses

- The host will offer a toast, and it is a good idea to toast in return.

s.13

- "Gan Bei" meaning "dry cup" is the most common expression for a toast

Gan Bei. Bay

bottoms up / cheers.

s.22

toast u / wine not water.

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**ETIQUETTE AND CUSTOMS IN SOUTH KOREA**

**Greetings**

- Hello (in Korean): **Annyeong haseyo** (an-nyong ha-say-ye)
- Greet with a slight bow and shake hands using right or both hands.
- Address Koreans by their title or title and surname.

**Communication**




- Maintain good posture.
- Say "goodbye" to each person individually.

**Dining Etiquette**

- Return chopsticks to their holder.
- Don't pour your own drink.

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Way

- **Let's look at some South Korean customs.**
- Hello in Korean is Annyong hashimnika (an-nyong-ha-shim-nee-ka)
- **Greet** people with a slight bow.
- **Shake hands** using right or both hands.
- **Avoid eye contact.**
  - Although it's worth noting that eye contact is becoming more common.
- **Address** Koreans by their title or title and surname.
  - Names in Korean are family name first, followed by two-part given name.
- Try and maintain good posture when seated or standing.
- When leaving a room you should say goodbye to each person individually.
- **Some key points for the dinner table:**
  - If you're not sure what's being served it's acceptable to ask.
  - **Remember** to return chopsticks to their holder when you aren't eating.

an nyon  
 an nyon  
 hashi  
 mi Ks

- Do not leave chopsticks sticking upright in a dish, especially rice. This is done when honouring the deceased.
- Don't pour your own drink, but do pour everyone else's.
- If you don't want a refill leave some drink in your glass.

Don't leave chopsticks  
sticking upright in a dish.

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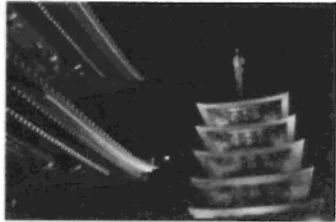

**ETIQUETTE AND CUSTOMS IN JAPAN**

**Greetings**

- Hello (Japanese): **Hajimemashite** (ha-ji-meh-mashi-te).
- Slight bow before shaking hands.
- Address a person by their family name, followed by honorific suffix 'san' or follow western style.

**Communication**

s.13

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Wuy

Ha Goo  
 Meh Hash te

- **We'll move on now to Japan.**
- Hello in Japanese is **Hajimemashite** (ha-ji-meh-mashi-te).
- Remember to **bow before shaking hands**. The stance is a little different for men and women:
  - For men, your heels should be together and your palms at your sides.
  - Women should also stand with your heels together but fold hands at thigh level.
- **Wait to be introduced.** s.13
- Address a person by their family name, followed by honorific suffix 'san' or follow western style.
  - Mr., Mrs., etc
- **Here are some key points on Japanese communication style:**

s.13





## ETIQUETTE AND CUSTOMS IN JAPAN



### Dining Etiquette

- Oshibori (hot towels) are for wiping hands (not face) prior to a meal.
- Chopsticks are used as utensils but it is alright to ask for a fork and spoon.
- Soup and rice bowls are to be held close to the mouth.
- Never stick chopsticks upright in a bowl, or pass your food chopsticks-to chopsticks.

- **At the dinner table in Japan** you'll be given hot towels, called **Oshibori**, for wiping your hands prior to a meal. Remember not to wipe your face with the towel
- If you're not a chopsticks expert feel free to ask for a fork and a spoon.
- Soup and rice bowls are to be held up close to the mouth.
- As in Korea, never stick chopsticks upright in a bowl, or pass your food chopsticks-to chopsticks.

### YVR Airport Departure

### Luggage Handling

Paul  
Wol

s.15

13

s.15

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**GUANGZHOU AIRPORT ARRIVAL AND HOTEL CHECK IN**



**Guangzhou Airport Arrival**  
s.15



**Hotel Check-in**  
s.15



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*Pal.*

s.15

## QUESTIONS?

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- Any Questions?
- Thank you for your time today.

See you on Mission!!