

Introductions

When introducing two people to each other, you do need to remember precedence (the order in which people are addressed, greeted, introduced, referred, seated and served.)

In both formal and informal social settings, women have precedence over men; older people over younger (as long as they are the same gender); smaller groups usually over larger groups.

Senior executives have precedence over Junior executives. If there are two of the same rank, defer to the one with seniority.

Clients and customers have precedence over fellow associates, regardless of rank.

When making introductions always remember to:

1. Determine the order of precedence.
2. Say the most distinguished person's first and last name or title and last name, first, while looking at him or her. Use appropriate names and titles.
3. Choose appropriate introductions, for example: Formal - "Rev. Jones, may I present...Mr. Smith", Business or social - "Ms. Green, may I introduce...Mr. White"; or "Mr. Client, I would like to introduce...Mr. Co-Worker"; Casual - "Susan Smith, this is...Bob Jones", may appear unsophisticated, especially in a business setting.
4. Always stand for introductions and make eye contact.
5. Always introduce people by their preferential name.