



TEN HABITS IN THE CZECH REPUBLIC



1. **Always arrange the date and time of your appointment** (e.g. school, doctor's, office) in advance and arrive on time.
2. **If you can't come to the meeting** (or you're late), **excuse yourself and schedule another time**. If you arrive without an apology, the worker may be unable to meet you.
3. **It is polite to greet people when you arrive at an appointment** (also at school, the bank, the doctor, etc.). And when leaving, it is appropriate to say „goodbye“ = „na shledanou“.
4. **When dealing with an unfamiliar person, we are addressing them formally**. This expresses respect.
5. **In case of a phone call/email, it is important to say hello/goodbye, to sign and write your contact details**.
6. **Respect the information given at the workplace** – e.g. do not enter, do not knock. At the same time, respect the stated working hours. It is not appropriate to approach officials, employees, teachers, etc. on the street, in a shop ... to discuss your matters.
7. **Don't expect everything to be right away**. Some matters will take time.
8. **Respecting the personal space** – in offices, shops, hospitals, public transport...
9. **Cooperation with a worker** – a worker, official or even a teacher at school will explain everything to you, help you (give you instructions on how to proceed). It is not appropriate to expect them to do everything automatically for you.
10. **Polite behaviour** – don't jump into speech, don't use profanity, don't swear, don't raise your tone of voice, rude gestures are inappropriate, don't cut in line, don't disrupt others, thank others for their help.



Spolufinancováno
Evropskou unií



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