




中央财经大学学生礼仪指南

An Etiquette Guide for the Central University Of Finance and Economics Students

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中央财经大学
Central University of Finance and Economics



《中央财经大学学生礼仪指南》，由教务处和国家大学生文化素质教育基地组织编写。

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主题 1：上课出勤

1. 缺勤

- 如果遇到紧急情况不能参加课程（如生病等），请按照学院相关规定提前写好请假条并按程序请求批准。如遇紧急情况无法在课前开具假条，应与老师说明情况并补开假条。请不要无故缺席。
- 考勤累计达到 3 次（包含 3 次）未到课堂或者未按时提交平时作业者，不得参加该课程的考核、教师教学质量评估，该课程成绩将记为“0”分。

2. 迟到早退

- 请在上课前5分钟到达教室，如果你尽最大努力仍迟到（如来不及从上一节课教室赶过来或天气恶劣），请在教室后排坐下，不要四处走动寻找最佳位置，以免影响他人。
- 若因故必须提前离开课堂，应提前得到老师的批准，尽量坐在靠近后门的位置并且悄悄离开。
- 在课程结束的时候，老师可能会总结该堂课的内容或布置下次课前的任务，所以请不要着急收拾东西，发出不必要的声音，这对老师和其他听讲的同学都是不礼貌的。

3. 课堂纪律

- 请尊敬师长和同学。
- 上课期间请坐在自己的位置上，端正坐好，随意走动或者时不时出入教室都会分散其他人的注意力。
- 上课时请专心听讲，认真记笔记。课上根据老师安排，积极参与课堂活动及小组讨论，严禁睡觉、看其他书籍、玩手机、玩笔记本电脑等行为。
- 不鼓励在课堂上吃东西。如果你实在非常饿，可以吃一些小零食，但是不要带那些打开包装或者咀嚼的时候会发出噪声的食物，以免影响他人。需要喝水的同学，请课前做好准备，不要在上課期间随意走动、倒水。

4. 课堂提问和发言

- 当老师准备上课的时候，请尽快结束谈话并回到自己的位置上准备上课。课堂上不要谈论不相关的话题，即使所谈论的恰好与课堂内容相关（如关于课堂内容简短的评论或疑问），也请尽可能小声，不要影响到其他人。
- 当你在课堂上有问题要问老师时，应该首先举手征得老师同意。如果老师指

出某一问题已经离题，你应当在课后再与老师谈论这一问题，不能影响课程进度。

- 当课堂上有讨论时，你应该自觉聆听其他人的发言并积极参与。垄断讨论或打断别人的发言都是不礼貌的。

5. 电子设备

- 手机：进入教室后，请关闭手机或将其设置为静音状态。课堂上不允许接/打电话、发短信。你可以在课间休息或下课后回复所接到的电话。如果你在等一个非常重要的电话，请在上课前通知老师，并在不影响他人的情况下出去接电话。
- 电脑：一些同学可能会在课堂上使用笔记本电脑。电脑应被用来记笔记而非上网娱乐或者玩游戏。此外，打字声与鼠标点击声可能会影响周围的同学专心听课，所以请尽量小声一点。
- 录音或摄影设备：在课堂上录音或摄影可能会侵犯老师和同学们的隐私权或某些知识产权，所以总体上这些行为是被禁止的。在一些特殊情况下，如果需要录音或者摄影，请事先征求老师或同学的同意。

6. 交作业

- 如果当天为交作业的日子，请提前到教室，并在上课之前交给助教。如果你迟到了，请不要在教室内四处走动去交作业，你可以在课间休息时交作业。

主题 2：考试

1. 考试证件

- 考生参加考试应携带学生证或校园卡（证件上面的照片和个人信息要清晰）在考试前 10 分钟进入规定考场并按指定座位入座，入座后请将证件放在桌面左上角，以便监考人员核对。

2. 考试物品

- 考生参加考试时只允许携带钢笔、签字笔、铅笔、橡皮等必要的文具进入座位（除非任课教师另有规定），其他物品要放在监考人员指定的位置不可以带入座位，手机等电子设备要提前关机。

3. 考试规范

- 考生迟到 30 分钟不得进入考场，考试开始 30 分钟后方可交卷。如果考试过程中要提前交卷，请举手示意，交卷后不得在考场逗留、大声喧哗。
- 考生在交卷前一律不得离开考场，否则将按交卷处理。特殊情况必须离开考场的，须征得监考人员同意，并应有监考人员随行。
- 答题时只允许用蓝（黑）色字迹钢笔、签字笔或圆珠笔书写，涂写答题卡须使用 2B 铅笔，字迹要工整、清楚。
- 考生须严格遵守考场规则，听从监考人员的指令，不允许以任何形式违反考试纪律。在考场内要保持安静，不得喧哗，考试过程中不允许交头接耳、左顾右盼、互打暗号、偷看他人试卷或默许他人偷看自己试卷，未经监考人员允许，不得互相传、接物品或交换试卷、答题纸、草稿纸等考试相关资料。
- 考试结束铃响，考生应立即停止答卷，将试卷翻放于桌上，在座位上等待监考人员收完试卷并清点完毕后方可离开考场。考生不得拖延交卷，不得私自将试卷、答题卡、答题纸、草稿纸带出考场，否则该门课程按旷考论。

4. 缓考办理

- 如果考生因病、家庭重大变故、经学校有关部门批准并报教务处备案的境外实习或外出参加国际、全国、省市比赛等原因而不能参加正常考核的，可以申请缓考。缓考的考生须在相关课程下次开课时重新报名选课，取得的成绩作为该门课程初次学习成绩。
- 考生须在拟办理缓考课程考核前登录教务管理系统提交缓考申请，并附有关证明，经所在学院、教务处同意后可以不参加本次考核，申请缓考不针对单独某门课程。

- 如果考生因突发紧急情况而不能提前办理缓考手续的，应在开考半小时内联系所在单位辅导员或教务老师请假，并于考试后三日内补办缓考手续，否则将视为旷考。

主题 3：作业、报告和论文规范

1. 个人作业

- 课堂作业请务必独立完成。不抄袭、不窃取他人成果。
- 如果结课的方式为课程论文，请独立认真完成，并注意学术规范。如果重复率过高，可能导致成绩无效。

2. 团队作业

➤ 课程中的小组作业或者你与其他同学组队参加学科竞赛，往往需要多人合作完成一份报告。

➤ 在准备报告的过程中，请先就报告的主题、框架和主要内容进行深入讨论，达成一致意见之后，再分工完成各自负责的部分。在讨论中，要注意倾听，尊重他人的意见，也要积极发表自己的观点。如观点不同可分别收集信息改天再讨论，也可询问老师的意见。

➤ 对于分配给自己的任务要认真完成，不能敷衍，更要避免搭便车的行为。

➤ 合理安排好收集资料和撰写报告的时间进度，遇到问题及时向老师请教。提前将报告终稿发给指导老师审阅，留出足够的修改时间，避免卡在截止日期仓促上交。

3. 学术论文

如果你有机会参与学术论文的写作，请务必保证引用符合规范，保证文中内容完全真实。抄袭与造假是学术论文的第一大忌，会对你的学术生涯造成难以挽回的影响，请坚守学术道德底线，不能越过红线。

主题 4：宿舍礼仪

- 注意个人卫生，衣服要勤换洗，床铺勤打扫，被褥叠整齐，用具摆放合适。未经允许，不随便挪动、翻看、使用他人物品。讲究公共卫生，维持宿舍内整洁干净的环境。进出宿舍应轻声关门。
- 当老师、辅导员等进入宿舍时，学生应主动起立，问好、让座、热情交谈，当客人告辞时应以礼相送，并说“再见”或“欢迎再来”。
- 在宿舍内请勿大声喧哗、打闹，不做剧烈运动，尽量不外放声音，以免影响他人休息。
- 爱护公共财物，养成节约用水、随手关水龙头、关灯、关门窗的好习惯。不在墙上乱写、乱画、乱钉；不向窗外、走廊泼水，不乱扔果皮杂物；不往水池、便池内倒剩菜剩饭。
- 在宿舍及水房中请不要使用大功率电器，以免发生火灾。

主题 5：校园社交礼仪

1. 校内公共场所礼仪

- 在图书馆自习时应当保持安静，敲击键盘和鼠标应尽量轻声，提前约好座位后再去相应位置自习，不大声喧哗，不发出噪音，不占用他人座位，不在图书馆吃食物。自习结束后及时把自己的物品带走，废弃物品丢入垃圾桶，并在系统中释放座位，留给其他需要自习的人。
- 入校门时，应当主动问好并出示证件，或者向门卫保安出示相关证明，证明自己的身份后方可进入校园。
- 如果遇到升国旗、奏国歌，请停止行走，行注目礼，直到升旗仪式结束。

2. 校内活动礼仪

- 参加校内活动时，应举止大方稳重，站姿端正，表情自然，仪容干净。
- 参加庆典等大型活动时，应准时整队，听从安排，按秩序入场、退场，不拥挤，不占用过道，不妨碍他人。
- 观看体育赛事时，请在指定观众区观看。请不要嘲讽、推搡对方的运动员或观众，当双方发生矛盾时，请保持理智，不可出现骂战、打架等状况。

3. 学校就餐礼仪

- 依次排队买饭，不要拥挤、插队。
- 尊重服务人员，注意使用礼貌的称呼和礼貌的语言，如“师傅”“请”“麻烦你”“谢谢”“对不起”等。不因为做的菜不合口味或认为炊事人员分饭菜不合理而与他们争执，而应于事后向学校管理部门反映，请求解决。
- 节约粮食，根据自己的饭量打饭，吃饭不要张嘴嚼，嘴里有食物时尽量不要说话，待食物咽下之后再说。不把剩菜剩饭留在桌子上，而应倒入指定位置。

主题 6：校外活动礼仪

外出参加实践活动时应当遵守公共交通规则，不闯红灯，在公共场所，应恰当、得体地称呼他人，并遵守秩序，轻声交谈，不打扰他人。去特定场所参观时须提前了解并尊重外国友人及少数民族的风俗习惯。应做到集会时按时入场，遵守会场要求。遵守公共场所的礼仪规范，做文明游客、文明顾客、文明乘客、文明观众。

参观博物馆及文物展览时应做到着装得体，讲解员讲解时要专心、不妄加评论，不大声喧哗，不触碰展品，不要拥挤，不使用闪光灯拍照，只在特定区域吃食物，不从他人面前经过，应从观展人身后走过。

主题 7：电子邮件, 电话礼貌规则

1. 一般邮件

(1) 标题、开头与结尾

- 采用有意义的简明易懂的主题词, 比如“请教微分中值定理问题”。
- 依与收信人的熟悉程度以及信件内容的正式程度采用恰当的称呼, 名字不能出错。一般来说和专业教师写英文邮件, 最正式、普遍的称呼是“Dear Professor XXX(姓氏)”。
- 开头结尾有简短的礼貌问候语。
- 结尾需要有署名。
- 邮件地址的设置应该能直接看出发邮件者的真实姓名, 否则会容易被认为是垃圾邮件。

(2) 正文

- 清楚简洁地表达意图, 以传递有效信息, 避免因用语不恰当而产生误解。
- 邮件中意思要表达完整。
- 需要寻求帮助时, 添加礼貌请求用语。
- 尽量少用缩略语和表情, 如避免微笑用“:-)”这种表情用语表达。
- 在发送之前, 仔细检查是否有标点符号用错、拼写和语法错误等。

(3) 附件

- 附件尽量采取常用的文件格式, 如 PDF 格式等。
- 当需要发送大附件或附件数量较多时, 采用压缩包。

(4) 其他

- 若收到同学或老师的来信, 不论是否要求回复, 请及时回复告知已收到邮件。
- 定期查看邮箱中的垃圾箱, 以免重要邮件被误识别成垃圾邮件。

2. 求职邮件

除了以上的普遍要求外, 求职邮件或自荐邮件也有一些自己的要求。

- 务必注意对自己描述和评价的真实性, 不可夸大其词。

- 文笔应尽量简洁，在较短的篇幅里阐明自己的优势，减少客套与虚言。

3. 电话通话礼仪

- 当正在与人交谈时有电话打入，区别紧急和必要性，需要接听电话时，先征得交谈对方的同意并表示歉意。
- 在图书馆资料室或教学楼等附近接听电话时，尽量与他人保持一定距离，不大声喧哗。
- 考虑电话的延迟性，即发送信息和接收信息之间有一定的时间差。
- 选择合适的铃声，尤其是在公共场合时。

示例一：请教问题的邮件

XXX 老师，您好！

我是中央财经大学XX学院一年级学生 XXX。我最近在学习高等数学。我对微分中值定理有些疑问。

请问我是否可以在您本周的办公时间里跟您讨论一下？非常感谢您的时间和帮助！

祝好！

XXX

示例二：求职邮件

尊敬的领导：

您好！

我是中央财经大学XX届XX专业XX级学生。即将面临就业（或实习）的选择，我十分想到贵单位供职。

在校期间学习努力认真，以优异的成绩完成了专业基础知识的学习，GPA为XX，在年级排名前XX%，凭借出色的成绩获得了XX奖学金。我积极参加学校组织的各类活动，在大学生创业项目中以XX项目获得X等奖。此外，我重视各项能力的提升，如英语，计算机等（列举成绩具体说明）。

同时在课余时间，我还注意不断扩大知识面，掌握了良好的宏观分析能力和微观财务能力，能熟练运用各种统计软件（举例说明）。我通过了XX证书的考试，取得XX成绩。熟悉各类财务软件，（举例说明）。

我很注重学术与实践的结合，在校期间，（举论文、参加会议、参与项目经历）。为了提升自己的实践能力，并于实干中验证自己学习过的知识，我于XX行业的多家公司进行实习，不断积累从业经验，对于XX行业的流程逐渐熟悉。相信实习过程中的不断进步，会我的工作（或实习）打下坚实的基础。

我恳请贵单位给我一个机会，让我有幸成为你们中的一员，我一定展现出高昂的热情和勤奋踏实的工作态度，给贵单位一份满意的答卷。

期盼能得到您的回音！

感谢您在百忙之中阅读我的求职信。

此致

敬礼

Xxx

Xx年xx月xx日

主题 8：会议礼仪

进入中央财经大学后，你将会有很多参与会议的机会。会议是严肃的场景，为了保证你能在会议中收获自己想要的信息，你应当注意自己的言行举止，为与会的他人留下好的印象。

1. 一般会议

- ▶ 参会者应衣着整洁，仪表大方，准时入场，进出有序，按照会议工作人员的安排落座。会议开始后应迅速安静下来，手机等移动设备应调为静音或震动模式。
- ▶ 如需签到，请排队，不要拥挤争抢。
- ▶ 开会时应认真听讲，不要私下小声说话或交头接耳，不要私下做其他无关事情，包括写作业、长时间使用手机以及其他移动设备等。中途离场应轻手轻脚，不影响他人。发言人发言结束时，应鼓掌致意。
- ▶ 在会议的提问环节，参会者应该举手示意，得到发言人的允许后开始提问。提问过程中应保持谦虚的态度，不可发表贬损发言者的言论、不可讽刺挖苦、不可进行人身攻击。问题要简短、切中要点、有建设性。如时间已至，不必再提问，可在茶歇间再与发言者私下交流。
- ▶ 会议结束后应及时把自己的物品带走，废弃物品丢入垃圾桶。退场时应排队，不要拥挤。

2. 学术讲座

积极参加学术讲座并和讲座者积极交流是学术研究训练必不可少的重要部分。通常，很多创新的想法和选题就是来自在学术讨论会中的交流、思考甚至争论。参加学术讲座的同学尤其要注意以下问题：

- ▶ 讲座的有关信息、材料通常会提前在相关网站公布。请参加讲座前查阅、熟悉讲座材料以便有效地和讲座者进行交流。
- ▶ 鼓励积极提问。提出的问题应具有建设性，能够有助于讲座者更清楚地讲解、提高其演讲及研究质量。提问前仔细想一下，该问题是否有建设性、是否清楚简明、是否切中要点。有些问题稍微等几分钟后，讲座者可能就会提到或解释清楚。不要钻牛角尖，不要过份挑剔。
- ▶ 提问时不要害羞或紧张，在讲座者讲话停顿的过程中举手示意提问。如果对于现场英文提问没有把握，可以先把问题写下来默念练习后再举手提问。得到允许后，礼貌提问，注意声音要足够大，讲话速度不要太快，保证讲座者和其他听众能听清楚你的提问。在讲座者回答或解释完后，用身体语言（如目光或点

头)表示感谢或者直接说明感谢。

- 当讲座时间不够用时,先保障讲座者将论文讲解完。可以将问题留在讲座结束后与讲座者再进行交流。如果讲座者需要很快离开,也可以给讲座者发邮件联系。
- 如果你对讲座的内容不感兴趣或者完全听不懂,建议你静下心来,抱着谦虚学习的态度和开阔视野的态度,尽量了解讲座内容。少则得,多则悟,讲座者辛勤探索的成果总会给你带来新的知识、信息、启示。尽量等到讲座结束再离开。

主题 9：公开场合宣讲礼仪

学生经常需要在课堂和会议上进行口头汇报。有效的演说技巧可以让你跟每位听众有效地沟通。知道如何有效地演说不仅可以缓解你的不适和紧张，还可以使你成为一个有影响力、有说服力的演讲者。

做演讲最重要的两方面是信息和行为。信息是指演讲包含的内容以及它的筛选和组织方式、使用的媒介和信息传递方式。在大多数的演讲技巧培训中会提到的演讲行为是指演讲者的礼仪和演讲方式。以下我们将着重于演讲礼仪的基本规范。

1. 准备

- 使用有效的媒介（如图表，幻灯片，海报）。只有传递有用信息的媒介才是有效的，否则就没有必要使用它们。你也可以在演讲开始前向听众散发打印好的幻灯片（PPT），以助于他们更好地理解演讲内容。如你要报告研究的进展，应该提前几天将论文或者 PPT 文件发给参与者。
- 准备好应付突发状况。为避免因丢失存储幻灯片的 U 盘而造成的不便，你应该提前进行拷贝、备份或者存在你的邮箱里。文件要备份成不同版本的文本格式，如 2003 和 2007WORD 版本，以防会议室里的电脑的软件版本不兼容；也最好备份一份不易受显示器设置影响的 PDF 文本，以免会议室软件对于某些字体、效果不兼容。
- PPT 文件的字体要足够大，保证坐在最后一排的听众能看清楚；选取的字体最好笔划圆润、少尖锐的棱角，以免导致观众视觉疲劳、影响听讲效果。每页的词句要尽可能简洁。

2. 开场

- 介绍自己并问候听众。微笑会使听众感到放松舒适。
- 开场介绍时不应无铺垫地立即进入主题。演讲者应大致介绍演讲内容的背景、基本要点和主要结论。这一过程要尽量简短。

3. 演讲中

- 清晰地表述演讲内容。避免语速过快或过慢。恰当的手势将有助于听众对内容的理解。这条演讲礼仪非常重要：否则你的听众将不能专注于你的演讲。
- 要和听众有眼神的互动，不要只看着屏幕，无视听众的存在。有效的眼神交流通常能帮助你发现听众是否听懂了你的讲解或者是否有问题。
- 清楚知道自己要表达什么以及如何表达。自信的表述远比充满“嗯”、“啊”、“哦”、“这一点我忘记了”的表述更好地传达信息。

- 如果你使用了幻灯片，记住不要照本宣科。适宜的演讲礼仪意味着听众只是将幻灯片作为一个辅助工具，你的话语才是获得信息的主要途径。
- 与听众互动。让你的听众知道在演讲过程中随时可以提出问题。你可以每隔一段时间或者在内容的起承转合的间隙间主动询问听众是否有问题。这不仅可以提高他们参与的兴趣，而且可以让他们知道你重视他们的观点。
- 不管听众提什么问题，要保持尊敬和感谢的态度。切忌打击、嘲讽提问的听众。如果听众的问题有建设性，要正面地承认或者表示感谢或称赞。对于无法回答的问题，可以诚实地说明不能回答，也可以采用机智的策略性的回答，比如，可以说明希望讲座结束后再交流或者说明问题还在研究进展当中。

4. 演讲结束后

- 确保在指定时间内讲完内容；拖延时间会给听众一个你不会组织材料或者对自己的内容理解不清的印象，也会影响后面的演讲者。
- 演讲结束时，要对参与者的耐心和提问、评论表示感谢。
- 演讲结束前应留有问答时间。这样不仅可以帮助听众解答他们的疑惑，也可以讨论在之前演讲中未重点突出的内容，从而提高听众的参与积极性。

主题 10：人际交往礼仪

1. 与老师交流

(1) 一般交流

- 见到老师要礼貌地打招呼，让行。
- 通过交谈得出适合的联系方式，如多久见一次、是邮件联系还是电话联系等。
- 与老师会面时要准时，表达时口齿清晰并且要切题。
- 进老师办公室要先敲门，听到“请进”后方可进入。
- 不随便翻阅老师办公室的东西。
- 问老师要用“请问”，老师答后要道谢，说了“再见”再离开。
- 如果需要老师写推荐信，应该先征得老师的同意，并且要提前一到两周准备好自己的所有个人材料，如简历、成绩单、研究论文样本、获奖情况等，发送给老师。

(2) 学术交流

- 明确老师的要求和自己的需要。
- 积极主动，按时完成老师指定的任务。如不能如期完成，要提前说明。如完成过程中遇到疑问，要及时沟通以避免走弯路。
- 不要完全依赖老师，更多的是要靠自己的努力。
- 利用自己的专长来协助老师，建立互助的关系。
- 对老师的意见要很有礼貌地提出，不与老师冲突。如有特殊情况，比如，更换老师等情况，请先和项目负责老师沟通。
- 老师提出的评论、建议，你可以不接受，因为老师的建议不一定总是对的或者有用的；但你要仔细思考一下其中的理由。
- 学习、研究过程当中，如果有疑问或新的想法需要交流的，要主动和老师联系，不要总是被动地等待老师来推动你。
- 除了自己的任课教师外，也要积极和其他老师沟通联系，学会取长补短、博取众长。

2. 与行政人员交流

行政工作是提高教学质量和提升科研效率的重要保障。行政人员为学校发展和建设做出了很多贡献。以下是和行政人员交往时的一些建议：

- 尊敬各个岗位的行政人员，无论是辅导员、教务秘书、财务会计还是后勤人员，见到要礼貌地打招呼。
- 办理具体业务时，请提前做好必需的材料，以提高办事效率。
- 向行政人员咨询时，无论是电话、面谈还是邮件联系，都要礼貌。

3. 与同学交流

- 与同学日常交往应使用礼貌用语，不起绰号，不用绰号称呼同学。
- 讨论问题或聊天时，应学会倾听，礼貌表达。贸然反驳、嘲弄他人的观点都可能激化矛盾，引起不必要的麻烦。
- 当产生矛盾时，应当保持理智，不出语讽刺，更不能产生肢体冲突。要学会通过理智的沟通解决问题，如果必要，请借助第三者的力量，避免矛盾与冲突的升级。

主题 11：求职升学面试礼仪

不论是求职还是升学，面试都将是不可避免的考验。实习与求职时，HR会通过面试评估你的能力；考研与保研中，面试也是考核中必不可少的一个过程。掌握面试礼仪，对你未来的发展十分重要。

1. 面试前

- 注意个人形象：请注意牙齿整洁，头发干净整齐，指甲修剪干净。
- 对于着装，如果没有特殊要求，最好穿着正式。
- 提前至少 15 分钟到场，提前到的时间可以让你从容完成可能需要填写的表格或阅读材料。不要携带手机，如果必须携带，请将之调成静音模式。

2. 面试中

- 在工作面试中往往需要主动和面试官进行有力的握手，但学校中的面试等可能会省略此环节。
- 注意你的肢体动作：站立时不要弯腰驼背，坐下时不要叉手、翘腿，应该表现得大方自然。不要做抖脚、玩弄头发、咬指甲等小动作。女士坐下时应该脚踝处交叉并偏向右侧，男士坐下时脚和膝盖距离应该与肩同宽，双手放在膝盖边缘大腿处。
- 在谈话中，注意眼神沟通，要注视对方的眼睛，不要左顾右盼、环顾四周。
- 保持微笑。微笑可以让你表现得自信并且能让你放松。不要滔滔不绝，一个成功谈话者的秘诀是倾听并且提出有深度的问题。另外，不要表现得过于熟悉、随便，应该和面试官保持一定距离并且不要举止、言谈过于亲密或者涉及私人问题。
- 如遇到尴尬情况，如刁难的问题、意外的情况等，先保持镇静，同时争取急中生智，以幽默、风趣、机智的方式化解尴尬。

3. 面试后

- 面试结束时，和面试官握手或致谢，如时间允许一一指名感谢以示尊重。结束面试后，应当尽快写一封感谢信以给面试官留下一个良好印象。
- 如果应邀参加餐桌面试，请注意用餐礼仪。不要主动点酒类饮料并且注意避免主动谈论公事，除非主人提及。另外，请尊重餐饮服务人员。

主题 12：校外参访或实习实践礼仪

1. 校外参访

- 要提前了解参观访问的日程，以及集合、出发和返回的时间，以免迟到，耽误大家的时间。
- 在参观访问过程中，要保持安静，听从活动组织者的安排。认真聆听讲解者的介绍，如有问题可举手示意，得到讲解者的允许后可提出自己的疑问。
- 如参访中有实践环节，要认真观看演示，在了解所有的操作步骤之后再动手实践，注意安全。

2. 企业实习

- 企业实习是一个重要的学习途径。在实习之前，你应该尽可能了解你将要入职的企业，包括企业的业务范围、组织结构、组织文化以及你所在部门的基本情况，以及你自己的岗位职责和工作任务。
- 在实习过程中，认真完成领导交办的工作，不清楚的地方及时向同事或者领导请教，虚心接受别人的意见，努力丰富业务知识和提升工作能力。
- 实习结束时，对你所在团队的同事和领导表示感谢，必要时请他们反馈对你的实习评价，以及对你个人未来发展的意见和建议。
- 不得随意带走和处置实习期间接触和处理的文件，遵守企业的保密规定，相关资料和数据得到允许后才能用于其他目的，比如撰写论文。

主题 13：餐桌礼仪

1. 落座

- 客人未受主人邀请不宜入座，主人先请客人、长者依次入座。
- 从椅子左边进入座位，坐下以后要端正身子。餐桌与身体的距离最好保持在10~20公分。
- 在餐厅就餐时，等服务员带领就坐。

2. 用餐前

- 餐厅聚餐，点菜时请客人、长者先点；尽量照顾每个人的偏好；注意适量不浪费。
- 入座后，不要动筷子或其它餐具。
- 动筷子前，客人应向主人感谢其热情款待或向掌勺者赞赏其手艺高超。
- 进餐时，先请客人、长者动筷子。

3. 用餐时

- 离自己远的菜暂时少吃一些。
- 吃饭、喝汤时尽量不要发出声音。
- 最好用公用筷子给客人或长辈布菜，也可以把离客人或长辈远的菜肴送到他们跟前。
- 吃到骨头或鱼刺等硬物时，不要直接往外面吐或往地上扔，要慢慢用手或餐具辅助拿到自己的碟子里或放在自己的餐巾上。
- 最好不要在餐桌上剔牙，如果要剔牙时，用餐巾或手挡住自己的嘴巴。
- 适时地和左右的人聊一些有趣的话题，以调和气氛。不要狼吞虎咽。与别人交谈时，嘴里不应吃着食物。
- 在餐厅就餐时，如需要任何东西或有任何要求时，要和服务员礼貌提出。要尊重服务员，切忌对服务员用语不礼貌、向服务员挑剔或抱怨。

4. 用餐后

- 离席时，必须向主人表示感谢。如果可以的话，客人可在此时邀请主人以后到自己家做客或由自己来请客，以表示回谢。

- 餐厅就餐时，提前了解结帐方式，最好不要出现抢着买单或者无人买单的现象。如果不是 AA 制，应该向付款请客者表示感谢。

主题 14：着装礼仪

1. 一般原则

- 根据不同场合着装。
- 穿着打扮宜自然得体，社交场合着装应大方。
- 着装必须干净整洁。
- 公务场合不宜穿着随意，应庄重保守。休闲场合着装舒适自然就好。
- 深色的外套会给人留下专业的印象。
- 着装应符合个人身份。

2. 女士

- 除非有盛会，佩戴首饰宜小。
- 鞋跟不宜过高
- 裙裤不能太短。

3. 男士

- 切忌穿着拖鞋随处走动。
- 男士不宜头发过长。

主题 15：压力疏解

现代人通常每天都面临各种压力，有经济压力、课程压力、考试压力等。缓解和消除压力的方式也很多，比如：自娱自乐、自习、和家人朋友聊天、聚餐、爬山、睡觉、运动、听音乐、相互抱怨等。这里例举一些方法供参考和借鉴。

- 团结、关心、尊重和帮助同班同学。多年一起的学习和生活能发展成很深的友谊。比如，积极参加同学的学术报告会，多提意见建议以示支持和鼓励。
- 推荐阅读“自我帮助”（self help）、“自我提升”（self improvement）、励志方面的书，如戴尔·卡耐基的书、积极心理学（positive psychology）方面的书，培养乐观的生活态度。推荐哈佛大学教授TalBen Shahar的视频课《幸福课》。
- 通过多种方式和师生多交往，如学习小组、学术讨论会、合作研究、聚餐、体育活动、团日活动、党日活动等，不要长时间地独处。
- 选择几项适合自己的运动方式并坚持，如爬山、散步、跑步、游泳、篮球等。
- 培养自己的业余爱好，无论是烹调、唱歌、逛商场还是读学术名著，业余爱好使你能长期坚持从事和享受自己喜欢做的事情。
- 推荐一套心理学家 David Niven 的畅销丛书，“100 Simple Secrets of Happy People: What Scientists Have Learned and How you Can Use it”，“100 Simple Secrets of Successful People”，“100 Simple Secrets of Healthy People”，“100 Simple Secrets of Great Relationships”，“100 Simple Secrets of Happy Families”等。该丛书的特点是每个秘方只有一页，是学术研究成果的通俗介绍，并辅以有趣的故事。大多数秘方是我们在生活中遗忘或者误解的简单原则。此丛书对于如何将经济学学术成果通俗化和运用经济学分析现实生活问题也有很大启示。
- 了解幸福经济学，把学习和理解、追求幸福相结合，比如，Richard Layard 的著作“Happiness: Lessons from a New Science”。
- 参加一些校内校外的公益活动，享受助人之乐，也能开阔视野、结识和了解更多的人和事物。
- 常和家人联系。如有可能，寒暑假最好能回家看看。不要为了学业而长期孤身在外。
- 如遇到自己无法解决的困难，不要太逞强自己顶着。及时和朋友、同学、老师沟通联系，一起想办法总能度过难关。

- 中央财经大学有专业、耐心的心理咨询师团队，如果你有烦恼或需要倾诉，请寻求他们的帮助，这将有效地帮助你缓解压力。中央财经大学心理咨询中心的联系电话为：62289833（工作日）。各位心理咨询师的具体信息与联系方式，请登录<http://xinli.cufe.edu.cn/>进行查询。

最后，祝大家学业成功、生活幸福、身体健康。请记住和大家分享你幸福、成功和健康的秘密。我们会继续更新这个指南。



参考资料

<http://www.101emailtipstips.com/>

http://www.emailaddresses.com/guide_etiquette.htm

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Gordon Rugg and Marian Petre, 2004, *The Unwritten Rules of PhD Research*, 中译本为《给研究生的学术建议》，北京大学出版社

Sara Delamont, Paul Atkinson, Odette Parry, 2004, *Supervising the Doctorate: A Guide to Success*. 中文版为《给研究生导师的建议》，北京大学出版社。

<http://mooc.chaoxing.com/nodedetailcontroller/visitnodedetail?knowledgeId=232055>

https://wise.xmu.edu.cn/_data/2014/09/19/e5fb4126_fc75_47b5_8e27_4c7e8d8e159d/file/An%20Etiquette%20Guide%20for%20WISE%20Students.pdf

TOPIC 1: CLASS ATTENDANCE

1. Absence

- In the case of an emergency that makes you unable to attend class (e.g., being sick), please write a note in advance and ask for permission according to related guidelines. If it is impossible to issue an excuse note before class in case of emergency, explain the situation to the teacher and hand in an excuse note afterwards. Please do not be absent without a proper cause.
- Those who fail to attend class for 3 times (including 3 times) or fail to submit the usual assignments on time will not be allowed to participate in the assessment of the course and the teacher's teaching quality evaluation, and the grade of the course will be recorded as "0".

2. Arriving late or leaving early

- Please arrive 5 minutes before class begins. If you are late despite your best efforts (e.g., you cannot make it from a previous class or the weather is inclement), please take a seat in the back of the class and do not move around to find the best seat so as not to disturb others.
- If you have to leave class early, you should ask for the instructor's permission in advance. If it is allowed, please try to sit near the back door and leave quietly.
- At the end of the class, some instructors may not have finished the lecture immediately, so please avoid hastily packing up and creating unnecessary noise, as this can be impolite to both the instructor and fellow students who are attentively listening to the lecture.

3. Class disciplines

- Please show respect to the instructor and your fellow classmates.
- Please sit in your seat and sit upright during class. Walking around or entering or leaving the classroom from time to time will distract others.
- Please pay attention to the lecture and take notes during class. Actively participate in class activities and group discussions according to the arrangement. Sleeping, reading other books, or using cell phones or laptops for non-class-related activities are strictly forbidden.
- Food and drink are discouraged in class. If you are really hungry, you could eat snacks during class, but please be considerate of other students by keeping your eating sound down. If you need to drink water, please be prepared before class and do not walk around or pour water during class.

4. Speak and ask questions in class

- When the instructor is ready to give a lecture, please finish your personal conversations as quickly as possible and go back to your own seat and prepare for

the class. You should not carry on any unrelated conversations during class. Even if the conversation is related to the class topics (e.g., brief comments or simple questions), please keep your voice down as much as possible.

- When posing a question to the instructor, you should first raise your hand to ask for permission. If the instructor indicates that the question is off the point and it is time to move on, you should discuss it with the instructor after class.
- When there is a class discussion, you should listen to others carefully and participate actively. Monopolizing the discussion or interrupting instructors/other students can be very rude.

5. Electronic devices

- Cell phones: Cell phones should be turned off or set to silent mode in class. No one is allowed to talk on cell phones or send messages during class. You could answer the calls after the class. If you are expecting a very important call, please inform the instructor before class and make an unobtrusive exit.
- Computers: Some students may use laptops in class. Please note that laptops should only be used for taking class notes, rather than surfing the Internet or playing games. Besides, typing and clicking mouse may disturb neighboring students, so please be as quiet as possible.
- Recording or filming equipment: Recording or filming in class may infringe upon privacy or copyright, and distract instructors and students. Therefore, those activities are not allowed in general. However, in some special circumstances, you could ask for instructors' prior permission.

6. Homework submission

- On the day that the assignments are due, all homework should be turned in to the teaching assistant (TA) before the class begins, so please arrive early for class. If you do arrive late, please do not move around in the classroom to hand in your homework. You may wait and hand it in during the break time.

TOPIC 2: EXAMINATION

1. Examination documents

- Students should bring their student ID or campus card (the photo and personal information on the ID should be clear) and enter the examination room 10 minutes before the exam and take their seats as designated, after taking the seat, please put the ID on the top left corner of the desktop for the invigilator to check.

2. Items to bring to the exam

- Students are allowed to bring only necessary stationery such as pens, signature pens, pencils and erasers to their seats (unless otherwise specified by the teacher of the class), other items should be placed in the place designated by the invigilator and should not be brought into the seats.

3. Examination room rules

- Students will not be allowed to enter the examination room 30 minutes late and will not be allowed to turn in their papers until 30 minutes after the examination begins. If you want to turn in your paper early during the examination, please raise your hand to indicate your intention to do so.
- Students are not allowed to leave the examination room before turning in their papers, otherwise they will be treated as having turned in their papers. If you must leave the examination room under special circumstances, you must obtain the consent of the invigilator and he/she should accompany you.
- Only blue (black) handwriting pen, signature pen or ballpoint pen are allowed to be used for answering questions.
- Students must strictly abide by the rules of the examination room, follow the instructions of the invigilators, and are not allowed to violate the examination discipline in any way. You must keep quiet in the examination room and not make any noise. You are not allowed to talk to each other, look to the right or left, make secret messages to each other, peek at other people's test papers or acquiesce to other people's peeking at their own test papers, or pass or receive objects or exchange test papers, answer sheets, draft papers and other test-related materials without the permission of the invigilator.
- When the examination bell rings, students should stop answering immediately, turn over the examination papers on the table, and wait for the invigilator to finish collecting and counting the examination papers before leaving the examination room. Students may not delay handing in their examination papers, or take the examination papers, answer sheets or draft paper out of the examination room, otherwise they will be regarded as having been absent from the examination.

4. Deferment of examination

- If a student is unable to attend an examination due to illness, major family changes,

overseas internship approved by the relevant school department and reported to the Academic Affairs Office for record, or going out to participate in international, national, provincial or municipal competitions, he/she may apply for a deferment. Students who defer examinations must re-enroll in the affected courses when they are next offered, and the grades obtained will be taken as the initial study grades of the courses.

- Students must log in to the Academic Affairs Administration System to submit an application for deferment before the date of the examination in question, and attach the relevant certificate. Students are allowed not to attend this examination after being approved by their school and the Academic Affairs Office. Application for deferment is not made for a specific course per se.
- If you cannot apply for deferment in advance due to emergency, please contact the counselor or teaching staff of your school/department within half an hour after the examination starts to ask for leave and make up the deferment procedure within three days after the examination, otherwise, you will be regarded as having been absent from the examination.

TOPIC 3: STANDARD FOR HOMEWORK, REPORTS AND PAPERS

1. Individual assignment

- Please ensure that you finish your class assignments on your own without any form of plagiarism or theft of someone else's work.
- If the way to finish the course is a course paper, please complete it independently and carefully, and pay attention to academic standards. A high rate of duplicate content may result in an invalid grade.

2. Team assignment

- In academic settings or during subject competitions, group assignments typically demand the joint efforts of several individuals to accomplish a report.
- In preparing your report, please have an in-depth discussion about the topic, framework and main content of the report and reach a consensus before you divide the work to complete the parts you are responsible for. During the discussion, pay attention to listening and respecting others' opinions, as well as actively expressing your own views. If team members have different views, you can conduct further research respectively and find another time to discuss it, or you can ask your instructor for his/her opinion.
- Please diligently undertake the assigned tasks and refrain from performing them perfunctorily. Additionally, please avoid free-riding behavior.
- Reasonably arrange the time schedule for collecting information and writing the report, and ask the instructor for advice when you encounter problems. Send the final draft of your report to your instructor for review in advance, allowing enough time for revisions to avoid getting stuck on the deadline and submitting it in a hurry.

3. Academic papers

If you have the opportunity to participate in the writing of an academic paper, please ensure the originality of the article, cite in accordance with the norms, and ensure the complete truthfulness of the content in the text. The biggest taboo of academic papers is plagiarism and forgery, which will have irreparable impact on your academic career, so please adhere to the bottom line of academic ethics and do not cross the red line.

TOPIC 4: DORMITORY ETIQUETTE

- Pay attention to personal hygiene, change your clothes regularly, clean your bed regularly, fold your bedding neatly, and place your utensils appropriately. Do not move, go over or use other people's belongings without permission. Be careful about public hygiene and maintain a neat and clean environment in the dormitory. You should close the door softly when entering or leaving the dormitory.
- When teachers and counselors enter the dormitory, students should take the initiative to stand up, say hello, offer seats, and talk warmly; and when the guests leave, they should send them off with courtesy and say "goodbye" or "thanks for coming."
- In the dormitory, please do not make loud noises, do not play strenuous sports, and try not to put your electronic devices on speaker so as to avoid affecting others' rest.
- Take care of the public property, develop the good habit of saving water, turning off the tap, turning off lights, and closing doors and windows. Do not write or draw on or put nails in the walls; do not dash water to the outside through window or door, do not throw fruit and miscellaneous objects; do not pour leftover food into the sink and the toilet.
- Please do not use high-powered electrical appliances in the dormitory and water room to avoid fire.

TOPIC 5: CAMPUS SOCIAL ETIQUETTE

1. Public Etiquette

- Please keep quiet when studying in the library, tap the keyboard and mouse as softly as possible, reserve the appropriate seat to study in advance, do not shout in the library, do not make loud noises, do not occupy other people's seats, and do not eat food in the library.. Take your belongings in time after studying, throw the discarded items into the trash, and release your seat in the system to others who need to study.
- When entering the campus, you should take the initiative to greet and show your ID card, or show the relevant proof to the gatekeeper to prove your identity before entering the campus.
- If you encounter the raising of the national flag or the playing of the national anthem, please stop walking, face the flag and stand at attention until the flag-raising ceremony is over.

2. On-campus Event Etiquette

- When participating in on-campus activities, you should behave in a dignified manner, stand upright, have a natural expression and be neat and tidy.
- When participating in large events such as celebrations, you should arrive on time, follow the arrangements, and enter and exit in order. Do not crowd, do not occupy the aisles, and do not obstruct others.
- When watching sports events, please watch them in the designated spectator area. Please do not taunt or push opposing athletes or spectators. When there is a conflict between two parties, please remain reasonable and do not curse or fight.

3. School Meal etiquette

- Line up for meals in order and do not crowd or cut in line.
- Respect the serving staff and pay attention to the use of polite address and polite phrases such as “sir,” “ma’am,” “”, “please,” “thank you,” “excuse me,” etc. Do not argue with the serving staff because the meal they serve you is not to your liking or because you think the meal they serve you is unreasonably small or less than what they serve others; instead, report your grievance to the relevant administrative department of the university afterwards and ask for a solution.
- Conserve food, order your meal according to how much you need. Don't chew with your mouth open, and try not to talk when there is food in your mouth—wait until it is swallowed. Do not leave leftovers on the table, but dump them in the designated place.

TOPIC 6: OFF-CAMPUS EVENT ETIQUETTE

To ensure smooth participation in practical activities, it's important to follow certain guidelines. When using public transportation, it's crucial to adhere to the rules, avoid running red lights, and behave appropriately in public places by using respectful language, maintaining order, speaking softly and refraining from causing disturbance to others. Moreover, when visiting specific places, it's essential to learn about and respect the customs and traditions of foreign friends and ethnic minorities beforehand. Being punctual for events and complying with venue requirements is also crucial. Additionally, observing etiquette norms in public places is important for being a civilized tourist, customer, passenger and audience member.

When visiting museums or cultural relic exhibitions, it's important to dress appropriately and pay attention to the lecturer's explanations. Avoid making comments or loud noises that may disrupt others. It's also important to refrain from touching the exhibits, crowding, using flash photography, or eating in non-designated areas. If you need to pass in front of others, make sure to walk behind the viewer to avoid blocking their view.

TOPIC 7: EMAIL AND PHONE ETIQUETTE

1. General email rules

(1) Subject, opening and ending

- Use a subject that is meaningful and easily understood to the recipient, such as “help on the problem of differential mean value theorem.”
- Use appropriate salutation with right level of formality. Spell the name correctly. In general, starting with “Dear Professor XXX (Surname)” to faculty members is formal and never goes wrong.
- Include a courteous greeting and closing.
- Provide your full name at the end of your email.
- Use your real name to set up your email account to reduce the chance for your email to be delivered to spam box.

(2) Contents

- Keep emails brief and avoid using inappropriate comments that may cause misunderstandings.
- Type in complete sentences.
- Don't hesitate to say "thank you," "how are you," or "I appreciate your help."
- Be careful with abbreviations and emoticons signs. In formal emails, try not to use abbreviations such as BTW (by the way) and LOL (laugh out loudly). If you are not sure whether your recipient knows what it means, it is better not to use it.
- Before sending the email, do a thorough check; be sure to use proper spelling, grammar and punctuation.

(3) Attachments

- Always choose frequently used file formats (e.g., PDF and doc) to make sure the recipient can open your attachment.
- When sending large attachments, always "zip" or compress the files before sending them.

(4) Miscellaneous

- When receiving emails from your teachers or classmates, whether they ask for a response or not, always send a reply to acknowledge that.
- Check your trash box regularly before you delete them just in case an important email may have landed there by mistake.

2. Job application emails

In addition to the above general requirements, job search emails or self-referral emails also have some of their own requirements.

- Be sure to pay attention to the truthfulness of their own description and evaluation, not exaggerated.
- The writing should be as concise as possible, in a relatively short space to clarify their strengths, to reduce polite and false words.

3. Phone Etiquette

- Avoid answering calls during face-to-face conversations. If you have to, ask permission of the person with you.
- Lower your voice when taking calls in the library or teaching buildings. Try to keep a distance from the nearest person when talking on a cell phone.
- Acknowledge the delay of phone calls because there may be a lag between the time you speak and the time the other person hears you.
- Choose your ring tone appropriately.

Sample One: Email for Asking Questions

Dear Prof. XXX,

I am XXX, a first-year student at CUFE. I have been learning advanced mathematics recently. I have some questions about the differential mean value theorem. Would you mind if I come to discuss with you on this topic during your office hours this week? I really appreciate your help for me. Thank you very much!

(Sincerely; Best wishes; Take care; etc.)

XXX

Sample Two: Job/Intern Application Email

Dear Sir/Madam

I am writing to express my enthusiasm in XX opportunity. I possess the necessary skills and experience you are seeking and would make a valuable addition to your company.

I am a XX year student majoring in XX at the Central University of Finance and Economics. My degree in Economics has enabled me to develop well-rounded skills and advantages, including (just for example):

- ✧ Solid mathematical analysis ability.
- ✧ Macro-analysis ability and micro-financial ability
- ✧ Skillfully using various statistical software

- ✧ Familiar with the workflow of XX industry

During my school years, I have participated in a few projects, conferences and worked as an intern in XX firms of XX industry. These include (just for example):

- ✧ (cite thesis, conference attendance, and project participation experiences)
- ✧ Pass the XX certificate examination (such as CPA, etc)
- ✧ (Internship experiences)
- ✧ Others if you have

The feedback I received was overwhelmingly positive: as well as being described as passionate, cooperative, flexible and hardworking.

Please find attached my CV and academic records for your consideration. Thank you very much for your time. I look forward to hearing from you regarding next steps.

Sincerely,
Xxx

TOPIC 8: CONFERENCE ETIQUETTE

After you enter the Central University of Finance and Economics,, you will have many opportunities to participate in meetings. Meetings are serious scenes, and to ensure that you gain important information, you should be aware of how you speak and behave to leave a good impression on others in attendance.

1. Conference etiquette in general

- Attendees should be neatly-dressed, poised and punctual, and get in and out of the conference room in order. Take seats as arranged by conference staff and be quiet as soon as the conference starts. Switch your cell phone and other mobile equipment to silent or vibration mode.
- If you need to sign in, please line up and do not crowd and scramble.
- Listen carefully at lecture. Do not whisper or do anything irrelevant, including doing homework or playing video games or using other mobile equipment for a long time. Keep quiet when leaving during the conference. Applaud when the speech is over.
- In the Q&A section, please raise your hand if you have any questions. Only with permission can attendees raise questions. Be modest and do not dispraise speakers' opinions excessively. Your questions should be concise, to the point and constructive. If time is up, please discuss your remaining questions with speakers after the conference.
- After the meeting, please take your belongings away in time and throw the discarded items into the trash. When exiting the meeting, please line up and do not crowd.

2. Seminars

Attending seminars regularly and interacting with seminar speakers is one of the most important parts of academic training. In general, many novel idea or new research topics come from communication, thinking, or even debates during seminars. Students attending seminars should pay attention to the following:

- Seminar information including speaker's resume, paper, PPT, or visiting agenda, will be posted on relative web site in advance. You are advised to read the paper or PPT beforehand so you can be better prepared for the seminar, and more effective in communicating with speakers.
- You are strongly encouraged to ask questions. The questions must be constructive, can help speakers clarify or improve presentation or research. Think a minute before you ask questions: is your question constructive, clear and concise? Some questions, if you wait for a short while, will be answered by the speaker later in the presentation. Do not be too demanding or picky.
- Do not be shy or nervous when you ask questions. You may write down your

question on paper for a better preparation, if you are unsure about speaking English spontaneously. You can raise your hand when the speaker pauses for a transition of his/her talk. Once permitted, you can ask the question politely. Make sure your voice is loud enough and your speed is not too fast so that all the audience can hear your questions clearly. After the speaker responds to your questions, use your body language to show your appreciation or directly say "Thank you".

- If there is not much time left for the speaker, you can wait and ask questions after the seminar. If the speaker has to leave soon after the seminar, you can send an email to communicate with the speaker.
- After you sit in the seminar, if you are not familiar with the topic or if you find very hard to understand the presentation, please try to calm down and take this opportunity to learn something that you don't know about. In general, knowledge is accumulated piece by piece, drop by drop; when you accumulate a certain amount of knowledge on a certain topic, you will be able to think more creatively and critically. The presenter must have spent months or years for the paper, there must be something new and important in the paper. Make sure you can learn some new information and knowledge from the presentation. Try your best not to leave before the seminar ends.

TOPIC 9: PUBLIC PRESENTATIONS ETIQUETTE

Students are often required to give oral presentations in classes and meetings. Good presentation skills allow you to effectively connect with audience. Knowing how to make an effective presentation can avoid discomfort and nervousness. It can also help you become a persuasive speaker.

The two critical elements of an effective presentation are message and behavior. Message includes the content of the presentation, how materials are organized, selected, delivered, and what are the media involved. Behavior, which is usually emphasized in most training courses on presentation skills, includes presenter etiquette and manners. Below we will focus on the basic guidelines on presenter etiquette.

1. Preparation

- Use effective visual media (e.g., charts, slides, photos), but don't overuse them unless they can convey something meaningful to audience. You are encouraged to send out your paper or PPT slides to audience a few days before your presentation.
- Be prepared for something to go wrong. In case that you may lose your flash disk where your slideshow is stored, do make an online copy or back up your files using email beforehand.
- The font size of your PPT slides should be large enough for the audience from the last row to see clearly. Fonts with smooth styles are also preferred to reduce visual fatigue of the viewers. Keep the amount of information in each PPT slide concise.

2. Introduction

- Introduce yourself and greet your audience. Smile and make them feel at ease and comfortable.
- At the beginning of the presentation, the speaker should give a general overview of the background, basic points and main conclusions of the presentation. This process should be as brief as possible.

3. During the presentation

- Speak clearly throughout your presentation. Do not talk too fast or too slow. Proper gestures (e.g., pointing to a chart) will help to reinforce pertinent statements that you share and attract audience's attention.
- Maintain eye contact with your audience, which not only helps your audience concentrate but also helps you spontaneously respond to your audience's reactions.
- Know clearly what and how you will present. Confident responses will get your message across much better than a speech filled with "ums," "Oh!" and "Forgot about that!"
- If you are using a slideshow to communicate your message, don't read directly

from the screen to your audience.

- Engage your audience. Let your audience know that it is permissible to ask questions during your presentation. This can not only pique their interest, but also make them feel that you value their opinions and concerns.
- Always show your respect and gratitude when questions are raised during your presentation. If you are unable to answer a question, you should honestly tell your audience that you do not have an answer and you would like to continue the discussion after your presentation.

4. After the presentation

- Make sure to finish your presentation within the specified time limit.
- Make sure to leave time for Q & A. This will not only help clear up any misunderstandings, but may also shed light on something you do not previously emphasize, which could encourage more audience participation.

TOPIC 10: HUMAN COMMUNICATION ETIQUETTE

1. Student-supervisor relationship

(1) General communication

- Greet your teachers politely.
- Use preferred communication method specified by your teacher.
- Be punctual when you attend a meeting. During a meeting, clearly and concisely express your ideas and needs.
- Knock on the door before you enter a teacher's office, and wait until he/she tells you to come in.
- Don't look over things in the office without permission.
- Use "please" when asking a question; say "thank you" after his/her reply; say "goodbye" before leaving.
- If you need your teacher to write you a recommendation letter, you should first send an email and check with your teacher at least a couple of weeks in advance. In the email, you should attach your application materials, such as your CV, transcript, writing sample and awards that you received.

(2) Academic communications

- Know what you and your supervisor expect from each other.
- Be proactive. Always try to finish the task assigned by your supervisor on time. If you encounter difficulties with the task, you should consult your supervisor.
- Don't solely rely on your supervisor's instruction to carry out your research activities. Your additional input and creative effort will always be appreciated.
- Contribute your personal strengths towards a constructive relationship.
- If there is something that you are not satisfied about with your supervisor, talk with him/her politely. If you want to change your supervisor, be sure to discuss your decision with the program director.
- It is perfectly fine to disagree with your supervisor, but be sure to provide evidence to support your arguments.
- Besides your thesis committee, you should actively talk with other professors about your research projects and ask them for comments and suggestions.

2. Communicate with administrative staff

Administrative work is an important guarantee for improving the quality of teaching and enhancing the efficiency of research. Administrators contribute a lot to the development and growth of the university. The following are some suggestions when dealing with administrative

staff:

- Respect administrators in all positions, whether they are counselors, faculty secretaries, financial accountants or logistics staff, and greet them politely when you see them.
- When conducting specific business, you should prepare all the necessary documents from your side ahead of time. This will improve efficiency and reduce your waiting time.
- If you have any questions that you want to ask from our staff, please be polite in all your communications.
- Our teaching secretaries often post important information in our website or send them to public mailbox. If you have any questions related to your study, please first check out our website and public mailbox to see if there are relevant answers.

3. Communicate with your classmates

- You should use polite language in your daily interactions with your classmates, not give your classmates negative nicknames, and not address your classmates by offensive nicknames.
- When discussing problems or chatting, you should learn to listen and express yourself politely. Rashly refuting or mocking others' views may intensify conflicts and cause unnecessary trouble.
- When conflicts arise, you should remain reasonable and refrain from making sarcastic remarks, let alone producing physical confrontations. Learn to solve problems through rational communication, if necessary, please use the power of a third party to avoid the escalation of conflicts and contradictions.

TOPIC 11: JOB SEEKING INTERVIEW ETIQUETTE

Whether you are seeking employment or further education, the interview will be your inevitable test. In internship and job hunting, HR will assess your ability through interview; in graduate school and study abroad, interview is also an essential process in the assessment. Mastering interview etiquette is very important for your future development.

1. Before the interview

- Try to leave a good personal impression to interviewers: you need to brush your teeth and use a mouthwash, wash and comb your hair, trim your nails.
- If no specific code is required, it is best to wear formal business attire for both men and women.
- Arrive at least 15 minutes before your interview. The extra minutes will also allow you to fill out any forms or read background materials that might be required. Don't carry your cell phone with you. If you have to bring your cell phone, put it on silent mode..

2. During the interview

- In job interviews it is often necessary to initiate a strong handshake with the interviewer, but this may be omitted for interviews in schools.
- Pay attention to your body language: stand up straight; when you sit, keep your arms and legs uncrossed and be aware of excessive fidgeting; no foot tapping, hair twirling or nail biting. Women can cross your legs at the ankles while towards the right. For men, feet and knees are shoulder-width apart and hands can be placed at the top of the thighs near the knees.
- Keep smiling. A smile can make you seem more relaxed and confident. Do not be loquacious; the key to being a good conversationalist is to listen and ask thoughtful questions. Besides, don't act too casual. Maintain a professional distance and avoid talking about your private life.
- 中文此处还有一条：“如遇到尴尬情况…”。英文省略了，我想应是有意为之。

3. After the interview

- Shake each interviewer's hand and thank each interviewer by name. Send a thank you note as soon as possible.
- If you are invited to have an interview over a meal, note for your table manners. Don't order alcohol and discuss business things unless your host brings it up. Treat food service staff with respect.

TOPIC 12: OFF-CAMPUS VISITS OR INTERNSHIP ETIQUETTE

1. Off-Campus visits etiquette

- Be aware of the schedule of the visit and the time of gathering, departure and return in advance to avoid being late and delaying everyone's time.
- During the tour visit, keep quiet and listen to the arrangement of the activity organizer. Listen carefully to the lecturer's introduction, raise your hand if you have any questions, and ask your own questions after getting the permission of the lecturer.
- If there is a practical part in the visit, watch the demonstration carefully, understand all the steps before you do it, and pay attention to safety.

2. Internship etiquette

- Corporate internship is an important way to learn. Before the internship, you should learn as much as possible about the enterprise you will join, including the business scope, organizational structure, organizational culture and the basic situation of your department, as well as your own job responsibilities and work tasks.
- During the internship process, you should complete the work assigned by the leader carefully, ask your colleagues or leaders for advice in time if you are not clear, accept others' opinions with an open mind, and try to enrich your business knowledge and improve your working ability.
- At the end of your internship, express your gratitude to your colleagues and leaders in your team, and ask them for feedback on your internship performance, as well as opinions and suggestions for your personal future development, if necessary.
- Do not take away or dispose of documents you have access to or handle during your internship, comply with the confidentiality rules of the company, and use relevant information and data for other purposes, such as writing a thesis, only after receiving permission.

TOPIC 13: TABLE MANNERS

1. Seating

- You are not supposed to take seat before the host has invited you to; if you are the host, you should invite guests and the eldest person to sit first.
- Seat yourself from the left side of the chair and sit straight up in your chair, keep 10 to 20 centimeters from the edge of the table.
- When dining in a restaurant, let a waiter or waitress lead you to a table.

2. Before dinner

- When dining in a restaurant, ask your guests and the eldest person to order dishes first. When you order dishes for your guests, you should take into account each guest's food preference and consider ordering just the right amount.
- Playing with chopsticks or other utensils is considered a bad manner.
- Give thanks to the host for his or her hospitality.
- A host should invite guests and the eldest person to eat first.

3. During dinner

- It is impolite to reach over someone to pick up food or other dishes.
- Try not to make sounds while eating or drinking.
- Use communal utensils (chopsticks or spoons) to bring food from communal dishes to the plates of guests, or, to pass the items along the table for them.
- Remove fish bones from your mouth by fingers or utensils and then put them on your own plate or napkins.
- Try to avoid using toothpicks in the public. If you have to, place a napkin or one of your hands in front of your mouth.
- Have some casual talks during dinner. Eat at a moderate pace is important because it is rude to eat too hastily. Talking with food in the mouth is also very rude.
- When dining in a restaurant, treat food service staff with respect.

4. After dinner

- When you leave, say "thank you" to the host; if possible, invite him/her to visit you in the future.
- When dining in a restaurant, you should discuss how to split the bill beforehand. If someone else pays for your dinner, you should express your gratitude to him or her.

TOPIC 14: DRESS CODE

1. General guidelines

- Dress up according to occasions.
- Wear decently to social events.
- Be clean and neat.
- Be conservative and do not wear casual clothes to formal occasions. Wear comfortably to casual occasions.
- A dark color often looks more professional.
- You should dress in a way that suits your personal identity.

2. Female

- Wear minimal jewelry, unless you attend a very formal gathering.
- High heels are inappropriate.
- Skirts or pants should not be too short.

3. Male

- Do not wear flip-flops.
- Excessive long hair is inappropriate.

TOPIC 15: STRESS MANAGEMENT

In modern society, most people face all kinds of daily stress, from finance, study, and exams. There are also many ways of reducing stress: self-entertainment, studying in library, chatting with family members and friends, dining out, mountain climbing, sleeping, listening to music, and talking to each other to get things off your chest. Below are some tips that could be useful.

- Unite with, care about, respect, and help your fellow students. Staying at CUFÉ for a few years can help you develop a deep friendship with your classmates. Don't miss this chance. For example, if your classmates present their proposals or papers, make sure you show up and offer as much advice as you can to show your support and encouragement.
- We recommend that you read some books on "self help" or "self improvement," such as books by Dale Carnegie or books on positive psychology. This will help you develop optimistic attitude. You are strongly recommended to watch the online course "Happiness" by Prof. TalBen Shahar from Harvard University.
- Find various ways and opportunities to interact with faculty and students at CUFÉ, for example, study groups, academic seminars, collaborative research, dinners, sports activities, reunion days, party days, etc. Do not stay alone for too long (such as a week).
- Choose a few types of sports that fit your preference and schedule, and try to practice regularly. For example, mountain-climbing, walking, running, swimming, playing basketball, etc.
- Develop a hobby, whatever it is, such as cooking, singing, shopping in a mall, or reading academic masterpieces. A hobby can help you keep doing and enjoying something you love to do.
- We recommend a bestseller series by Dr. David Niven: "100 Simple Secrets of Happy People: What Scientists Have Learned and How you Can Use it," "100 Simple Secrets of Successful People," "100 Simple Secrets of Healthy People," "100 Simple Secrets of Great Relationships," "100 Simple Secrets of Happy Families," etc. A salient feature of this series is that each secret takes only one page; it is a summary of many academic studies in psychology, sociology and medical science. Each secret comes with an interesting story. Most of the secrets are simple rules or principles that we neglect or misunderstand in our real life. This series also provides an illuminating example of how the results of academic research in economics are explained in laymen's terms and how economic principles are used to analyze practical problems in daily life.

- Learn a bit about happiness economics, and think of your academic endeavor in the context of understanding and pursuing happiness. A good book to recommend in this regard is Richard Layard's "Happiness: Lessons from a New Science."
- Be a volunteer on and off campus, enjoying the good feeling of helping others. Attending community activities can also broaden your horizon and help you get acquainted with more people and know more things in this world.
- Contact your family members regularly. Go back home and stay with your family for some time during the summer and winter holidays if possible. Do not stay alone for too long time far away from home.
- If you are in a hard time and cannot overcome difficulty by yourself, do not hesitate to ask for help from your friends, fellow students and teachers.
- CUFÉ has a professional and patient team of psychological consultants. If you have problems to pour out, please seek their help, which will effectively help you relieve pressure. The contact number for the Counseling Center of CUFÉ is 62289833 (weekdays). For specific information and contact information of each counselor, please visit <http://xinli.cufe.edu.cn/> for inquiries.

Finally, we wish you all the best. Please remember to share with us your tips of being successful, happy and healthy. We will keep updating this guide.



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