

## ***Professional Standards***

***You have an appointment. How early should you arrive, or how long before it should you be prepared to meet? Do you change your answer if your appointment is with a customer or a supervisor?***

- a) 15 minutes if you attending, and no more than 5 minutes late if you are receiving a guest.
- b) 10 minutes if you attending, and no more than 1 minute late if you are receiving a guest.
- c) You should never be late but not more than 10 minutes early. You should not be late when receiving a guest.
- d) As long as you're not late, it doesn't matter how early you are. This is true whether you are attending or hosting.
- e) You should attempt to be just a minute or two early and ready to receive a guest right on time.
- f) Being late a couple of minutes is good. This is where the term 'fashionably late' comes from.

### ***Commentary:***

Answer 'c' is ideal while conditions may make 'd' or 'e' acceptable. You should never be late but not more than ten minutes early. If you are receiving a guest via an appointment, you should try to wrap up your previous meeting five minutes prior.

### ***Discussion Points:***

- 1) What message does being late send to the person you are meeting?
- 2) How can running late with one appointment, cause problems with following appointments?
- 3) How do you limit the affects of late appointments affecting another?